

Virginia Department of Medical Assistance Services

FAMIS

CAHPS® 2013 5.0H Child Medicaid (with Children with Chronic Conditions) Survey Results

Final Report

Date: November 2013

Job Number: 13-464



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Executive Summary

In 2013, the Delmarva Foundation for Medical Care, Inc. commissioned WB&A Market Research (WB&A), a National Committee for Quality Assurance (NCQA) certified survey vendor, to conduct the Consumer Assessment of Healthcare Providers and Systems (CAHPS®¹) 5.0H Child Medicaid Survey with Children with Chronic Conditions (CCC) Measurement Set on behalf of the Commonwealth of Virginia Department of Medical Assistance Services.

This survey was administered to parents/guardians of child members 17 years of age and younger enrolled in Virginia's health insurance program FAMIS (Family Access to Medical Insurance Security) via a mixed methodology (mail with telephone follow-up).

- Within this study the "General Population" refers to children enrolled in FAMIS, which includes the Fee-for-Service (FFS) and Managed Care Organization (MCO) delivery systems combined.
- A child with a chronic condition, included in the survey, refers to a child who currently experiences a consequence associated with a condition. The consequence results from a medical/behavioral/health condition, and the duration of the condition is expected to be at least twelve (12) months.

Of the 4,000 surveys mailed, a total of 1,771 valid surveys were completed between July and September 2013. Specifically, 1,459 were returned by mail and 312 were conducted via the telephone. The overall response rate for 2013 was 45%.

KEY FINDINGS FROM THE 2013 CAHPS® 5.0H CHILD MEDICAID SURVEY (WITH CCC MEASUREMENT SET)

Overall Ratings

- There are four overall ratings questions asked in the Child Medicaid CAHPS® 5.0H Survey (with CCC Measurement Set) that use a scale of “0 to 10”, where a “0” represents the worst possible and a “10” represents the best possible: Rating of “Personal Doctor” (Q41)¹, “Specialist Seen Most Often” (Q48), “Health Care” (Q14) and “Health Plan”² (Q54). The Summary Rate for these questions represents the percentage of members who rated the question an 8, 9 or 10.

General Population

- Virginia’s health insurance program—FAMIS—received positive satisfaction ratings from more than eight in ten parents/guardians regarding their child’s Personal Doctor (89%), Specialist (85%), Health Care overall (85%) and Health Plan overall (84%).

Overall Ratings	2013 (Summary Rate - 8, 9, 10)
Personal Doctor	89%
Specialist	85%
Health Care	85%
Health Plan	84%

Children with Chronic Conditions

- Likewise, FAMIS received positive satisfaction ratings from more than eight in ten parents/guardians of children with chronic conditions regarding their child’s Personal Doctor (91%), Health Care overall (87%), Specialist (87%) and Health Plan overall (84%).

Overall Ratings	2013 (Summary Rate - 8, 9, 10)
Personal Doctor	91%
Health Care	87%
Specialist	87%
Health Plan	84%

Composite Measures

- Composite measures assess results for main issues/areas of concern. These composite measures are derived by combining survey results of similar questions.

General Population

- Virginia's health insurance program—FAMIS—received the highest ratings among their child members on the following composite measures:
 - How Well Doctors Communicate (94% Summary Rate – *Always/Usually*);
 - Getting Care Quickly (89% Summary Rate – *Always/Usually*); and
 - Customer Service (89% Summary Rate – *Always/Usually*).
- On the other hand, the survey shows that FAMIS received the lowest ratings from their child members on the following composites: “Shared Decision-Making” (73% Summary Rate – *A lot/Some/Yes*) and “Health Promotion and Education” (69% Summary Rate – *Yes*).

Composite Measures	2013 (Summary Rate - <i>Always/Usually</i> , <i>Yes or A lot/Some/Yes</i>)
How Well Doctors Communicate	94%
Getting Care Quickly	89%
Customer Service	89%
Getting Needed Care	86%
Coordination of Care	81%
Shared Decision-Making	73%
Health Promotion and Education	69%

Composite Measures (continued)

Children with Chronic Conditions

- FAMIS received the highest ratings among their child members with chronic conditions on the following composite measures:
 - How Well Doctors Communicate (95% Summary Rate – *Always/Usually*);
 - Getting Care Quickly (93% Summary Rate – *Always/Usually*); and
 - Customer Service (92% Summary Rate – *Always/Usually*).
- On the other hand, the survey shows that FAMIS received the lowest ratings from their child members with chronic conditions on the following composites: “Health Promotion and Education” (79% Summary Rate – *Yes*) and “Shared Decision-Making” (77% Summary Rate – *A lot/Some/Yes*).

Composite Measures	2013 (Summary Rate - <i>Always/Usually</i> , <i>Yes</i> or <i>A lot/Some/Yes</i>)
How Well Doctors Communicate	95%
Getting Care Quickly	93%
Customer Service	92%
Getting Needed Care	88%
Coordination of Care	81%
Health Promotion and Education	79%
Shared Decision-Making	77%

Composite Measures (continued)

Children with Chronic Conditions (continued)

- In addition to the aforementioned standard CAHPS® composite measures, five additional composite measures are collected and calculated with regard to the population of Children with Chronic Conditions. These results are listed in the table below.

Additional CCC Composite Measures	2013 (Summary Rate - Always/Usually or Yes)
Family Centered Care: Getting Needed Information	92%
Access to Prescription Medicine	92%
Family Centered Care: Personal Doctor Who Knows Child	90%
Access to Specialized Services	76%
Coordination of Care for Children with Chronic Conditions	74%

Noteworthy Findings and Conclusions/Recommendations

- The findings obtained from the CAHPS® 5.0H Child Medicaid Survey (with CCC Measurement Set) allows Virginia's health insurance program—FAMIS—to measure how well they are meeting their child members' expectations and needs. Further analysis of the survey results can illustrate potential areas of opportunity for improvement and ultimately increase the quality of care that child members receive.
- How parents/guardians rate their child's Health Plan and Health Care overall is an important indicator of quality. It is important to understand what is driving child members' overall rating of their Health Plan and the Health Care they receive.
- A regression analysis was performed in 2013 to determine which composite measures had a significant impact on FAMIS members' overall rating of their Health Plan and Health Care.
 - Correlation analysis was then conducted between each survey question that comprises the composite measures (attributes) and the overall rating of their Health Plan (Q54) and Health Care (Q14). As a result, FAMIS can ascertain which attributes have the greatest impact on members' overall ratings of their Health Plan and Health Care and ultimately determine where to direct quality improvement efforts.

Relationship with Rating of Health Plan

- Based on the 2013 findings, there are two composite measures that have the most significant impact on FAMIS members' rating of their Health Plan overall – “Customer Service” and “Getting Needed Care”.
- While there are no attributes that are considered *unmet needs* in terms of being priorities for improving member satisfaction with their Health Care overall, the attribute “Received information or help needed from child's health plan's customer service” is identified as a key driver that has a stronger impact on members' rating of their Health Plan overall where they gave FAMIS only moderate ratings (Summary Rate is 80%-89%).
 - This attribute should be considered a priority area for FAMIS. If ratings of this attribute are improved, it could have a positive impact on members' rating of their Health Plan overall.
- There are two attributes that are identified as key drivers that have a stronger impact on members' ratings of their Health Plan overall where they gave FAMIS higher ratings (Summary Rate is at least 90%). These attributes should be considered *driving strengths* of FAMIS: “Treated with courtesy and respect by child's health plan's customer service” and “Got the care, tests or treatment your child needed”.

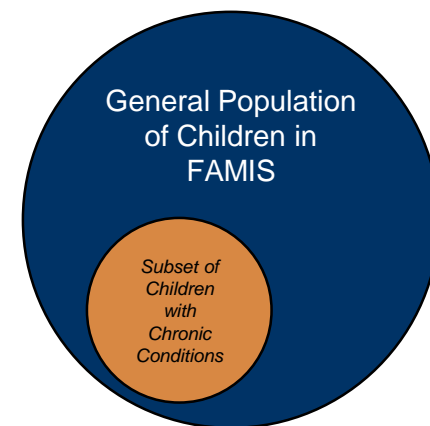
Relationship with Rating of Health Care

- Based on the 2013 findings, the “Getting Needed Care” composite measure is identified as having the most significant impact on members’ rating of their Health Care overall.
- There are five attributes that are identified as key drivers that have a stronger impact on members’ ratings of their Health Care overall where they gave FAMIS higher ratings (Summary Rate is at least 90%). These attributes should be considered *driving strengths* of FAMIS: “Got the care, tests or treatment your child needed”, “Child’s doctor showed respect for what you had to say”, “Child’s doctor explained things about your child’s health in a way that was easy to understand”, “Child’s doctor listened carefully to you” and “Child’s doctor spent enough time with your child”.
- There are no attributes that are considered *unmet needs* in terms of being priorities for improving member satisfaction with their Health Care overall.

Background, Purpose and Research Approach

Background and Purpose

- In 2013, the Delmarva Foundation for Medical Care, Inc. commissioned WB&A Market Research to conduct its Consumer Assessment of Healthcare Providers and Systems (CAHPS®) 5.0H Child Medicaid Survey (with CCC Measurement Set) on behalf of the Commonwealth of Virginia Department of Medical Assistance Services. The CAHPS® program is funded and administered by the U.S. Agency for Healthcare Research and Quality (AHRQ), and is an industry standard for assessing customer satisfaction for health care delivery. This survey was administered to parents/guardians of child members 17 years of age and younger enrolled in Virginia's health insurance program—FAMIS (Family Access to Medical Insurance Security).
 - Within this report there are two separate sets of results: one for the General Population of children in FAMIS and one for Children with Chronic Conditions.
 - The General Population includes all child members who were randomly selected for the CAHPS® 5.0H Child Medicaid Survey during sampling, whereas Children with Chronic Conditions are a subset of the General Population. These two data sets are not mutually exclusive groups. For example, if a child member is randomly selected for the CAHPS® 5.0H Child Medicaid Survey sample and is identified as having a chronic condition based on responses to the CCC survey-based screening tool, the member is included in General Population and CCC results.
- The CAHPS® 5.0H Survey measures those aspects of care for which members are the best and/or the only source of information. From this survey, members' ratings of and experiences with the medical care they receive can be determined. Based on members' health care experiences, potential opportunities for improvement are identified.
- Specifically, the results obtained from this consumer survey will allow Virginia's Department of Medical Assistance Services to determine how well they are meeting their FAMIS child members' expectations, provide feedback to improve quality of care, encourage accountability and develop action to improve child members' quality of care.
- Results from the CAHPS® 5.0H Survey summarize member satisfaction through ratings, composites and question Summary Rates.
 - In general, Summary Rates represent the percentage of respondents who chose the most positive response categories as specified by the National Committee for Quality Assurance (NCQA).



Background and Purpose *(continued)*

- Topics in the CAHPS® 5.0H Child Medicaid Survey (with CCC Measurement Set) include:
 - Overall Ratings of Personal Doctor, Specialist, Health Care and Health Plan
 - Getting Needed Care
 - Getting Care Quickly
 - How Well Doctors Communicate
 - Customer Service
 - Shared Decision-Making
 - Health Promotion and Education
 - Coordination of Care
- Additional topics included in the survey for Children with Chronic Conditions are listed below. These areas summarize satisfaction with basic components of care essential for successful treatment, management and support of children with chronic conditions.
 - Access to Prescription Medicine
 - Access to Specialized Services
 - Family Centered Care: Personal Doctor Who Knows Child
 - Family Centered Care: Getting Needed Information
 - Coordination of Care for Children with Chronic Conditions

Research Approach and Response Rate

- Child members from Virginia's health insurance program—FAMIS—participated in this research.
- WB&A administered a mixed-methodology, which involved mail with telephone follow-up. The surveys were conducted by proxy, that is, with the parent/guardian who knows the most about the sampled child's health care.
 - Specifically, two questionnaire packages and follow-up postcards were sent to eligible child members from FAMIS with "Return Service Requested" and WB&A's toll-free number included. The mail materials also included a toll-free number for Spanish-speaking members to complete the survey over the telephone. Those who did not respond by mail were contacted by telephone to complete the survey. During the telephone follow-up, members had the option to complete the survey in either English or Spanish.
- To qualify, child FAMIS members had to be 17 years of age or younger, as well as continuously enrolled in FAMIS for five of the last six months as of the last day of the measurement year (March 31, 2013).
- In total, WB&A mailed surveys to 4,000 child members of FAMIS. WB&A collected 1,771 valid surveys between July and September 2013, yielding a response rate of 45%. Of the 1,771 valid surveys received, 1,459 were returned by mail and 312 were conducted via telephone.
 - The CCC population is identified based on members' responses to the CCC survey-based screening tool (questions 60 to 73), which contains five sets of questions representing five different health consequences; four are three-part questions and one is a two-part question. A child member is identified as having a chronic condition if all parts of the question for at least one of the specific health consequences are answered "Yes".
 - It is important to note that the General Population data set and CCC data set are not mutually exclusive groups. For example, if a child member is randomly selected for the CAHPS® Child Survey sample and is identified as having a chronic condition based on responses to the CCC survey-based screening tool, the member is included in both the General Population and Children with Chronic Conditions results.
 - Overall, 428 of the 1,771 FAMIS child members surveyed qualified as being children with chronic conditions based on the parent's/guardian's responses to the CCC survey-based screening tool.

Research Approach and Response Rate (continued)

- Ineligible child members included those who were deceased, did not meet eligible population criteria, or had a language barrier. Non-respondents included those who had refused to participate, could not be reached due to a bad address or telephone number, did not complete the survey or were unable to be contacted during the survey time period.
- The table below shows the total number of child members that fell into each disposition category.

Disposition Group	Disposition Category	Number
Ineligible	Deceased (M20/T20)	1
	Does not meet eligibility criteria (M21/T21)	63
	Language barrier (M22/T22)	35
	Total Ineligible	99
Non-Response	Bad address/phone (M23/T23)	203
	Refusal (M32/T32)	120
	Maximum attempts made (M33/T33)*	1,807
	Total Non-Response	2,130

*Maximum attempts made include two survey mailings and an average of six call attempts.

- Ineligible surveys are subtracted from the sample size when computing a response rate as shown below.

$$\frac{\text{Completed surveys (mail + phone)}}{\text{Sample size} - \text{Ineligible surveys}} = \text{Response Rate}$$

$$\frac{1,771}{4,000 - 99} = 45\%$$

How to Read and Interpret the Results

- This report includes the results of the CAHPS® 5.0H Child Medicaid Survey questions about child members' experiences with their health plan and the medical care they received.
- Results are shown based on the type of question asked and/or the content of the question:
 - Results from "Yes-No" questions asked members whether they had a particular experience in the previous six months.
 - Results from questions based on how often respondents had certain experiences used the scale of "Always, Usually, Sometimes or Never".
 - Results from composite scores were derived by combining the results for several questions that asked how often respondents had certain experiences using the scale of "Always, Usually, Sometimes or Never"; or whether respondents had certain experiences using the scale of "A lot, Some, A little or Not at all". The composite scores measure main issues of concern (e.g., "Getting Needed Care", "Getting Care Quickly", "How Well Doctors Communicate", "Customer Service", "Shared Decision-Making", etc.).
 - Results from rating questions asked members to give their overall rating on a "0 to 10" scale, where a "0" means the worst possible and a "10" means the best possible.
- Throughout this report, results are shown as "Summary Rates". Summary Rates represent the most favorable responses for that question and are defined by the HEDIS 2013 CAHPS® 5.0H guidelines.
- For the purposes of brevity, the use of the letter "Q" throughout this report represents the word "Question." For instance "Q39" means "Question 39."
- Caution should be taken when evaluating data with a small base (n<35) due to the high level of sampling error around the data.
- Percentages do not always add up to 100% due to rounding.

Profile of Child Members

The CAHPS® 5.0H Child Medicaid Survey (with CCC Measurement Set) is conducted by proxy, that is, with the parent/guardian who knows the most about the sampled child's health care.

- The following pages provide a profile of the child FAMIS members whose parents/guardians responded to this survey on their behalf, as well as a profile of the parents/guardians themselves.

General Population

Child Members (respondents):

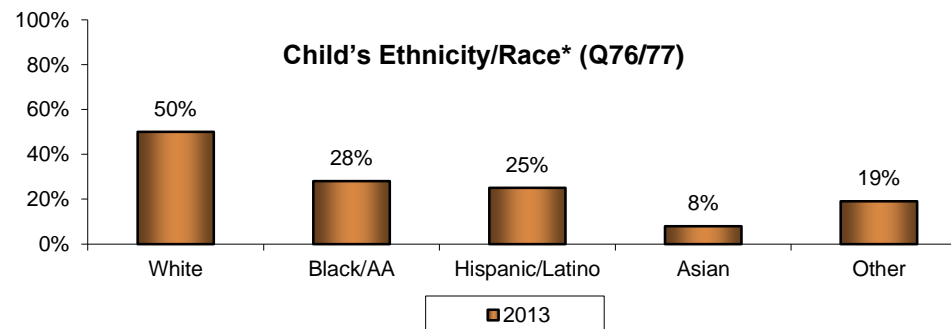
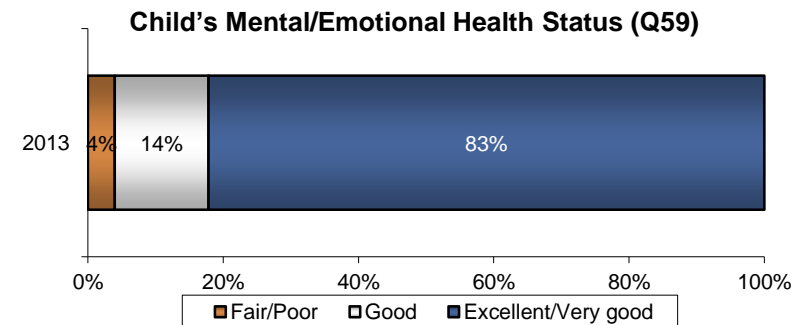
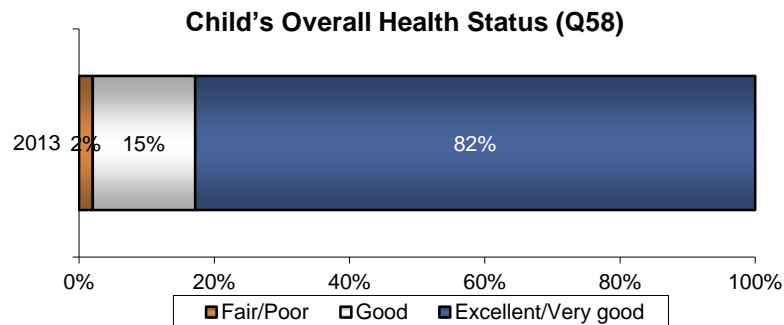
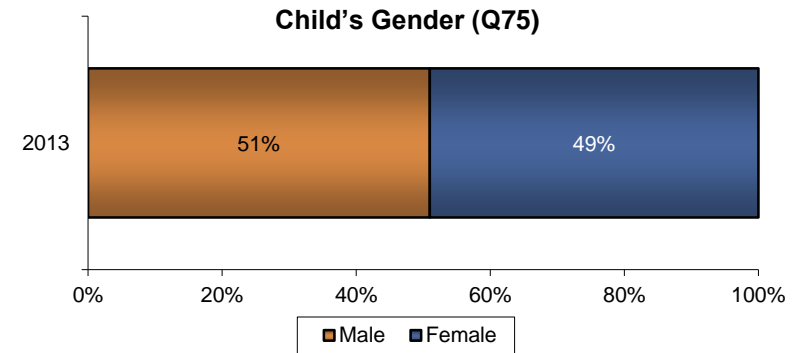
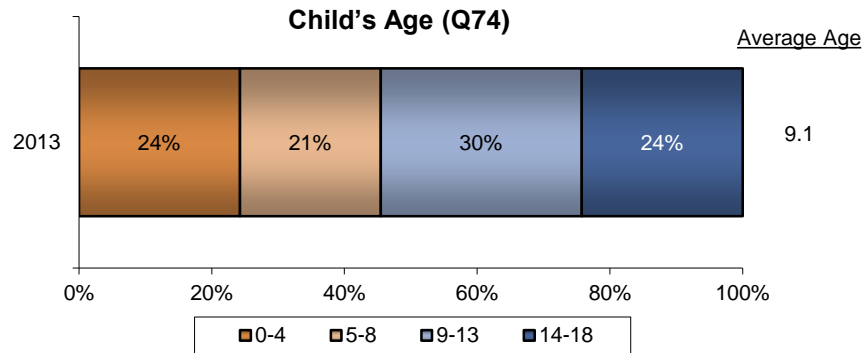
- The average age is 9 years old.
- 51% are male, 49% are female.
- 98% of parents/guardians reported their child to be in excellent, very good or good overall health.
- 96% of parents/guardians reported their child to be in excellent, very good or good mental/emotional health.
- 50% are White/Caucasian; 28% are Black/African American (AA); 25% are Hispanic/Latino.*

Parents/Guardians Surveyed (responding for their child):

- The average age of parents/guardians is 36 years old.
- 83% are female.
- 52% of parents/guardians have a high school education or less.
- 98% report being the child's mother or father.

**Respondents could identify more than one racial/ethnic group.*

General Population

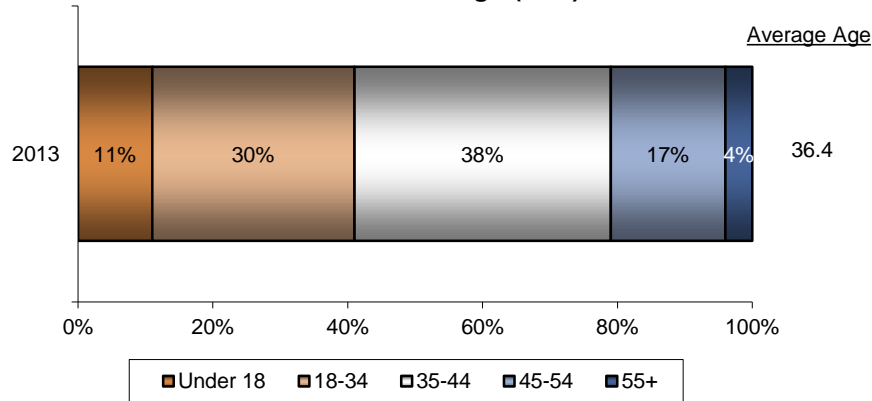


*Multiple Responses Accepted

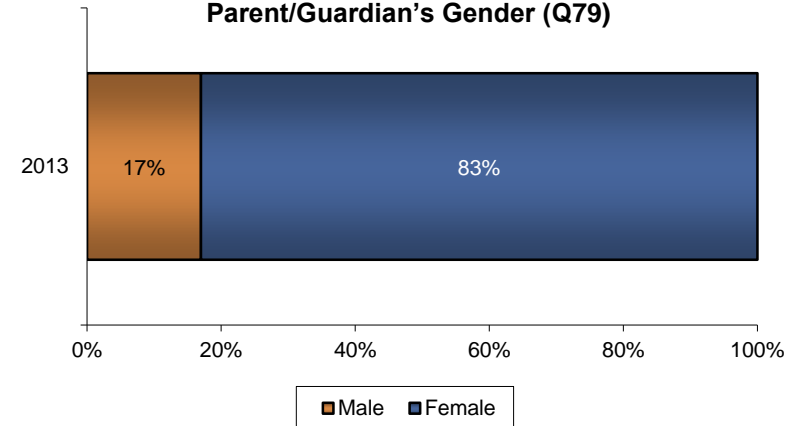
Base = Those answering

General Population

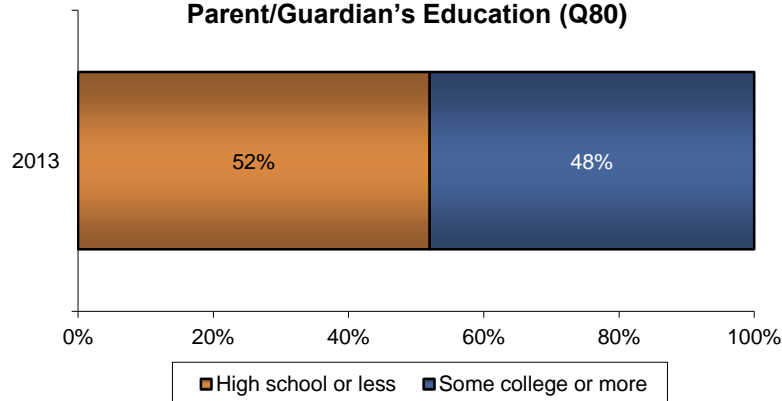
Parent/Guardian's Age (Q78)



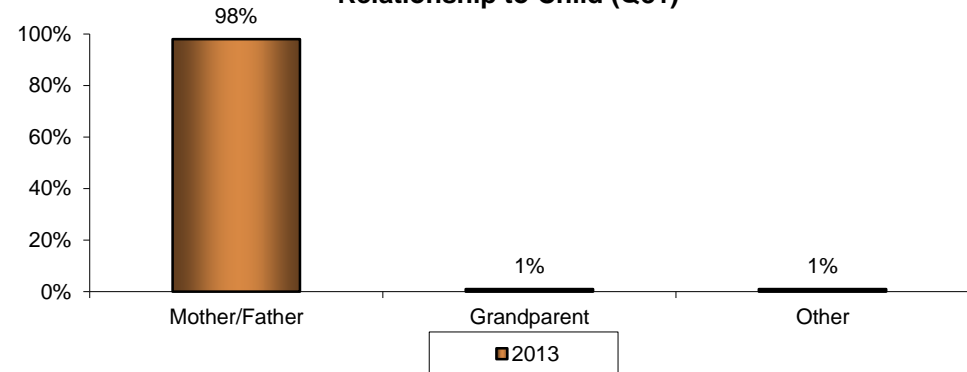
Parent/Guardian's Gender (Q79)



Parent/Guardian's Education (Q80)



Relationship to Child (Q81)



Children with Chronic Conditions

Child Members (respondents):

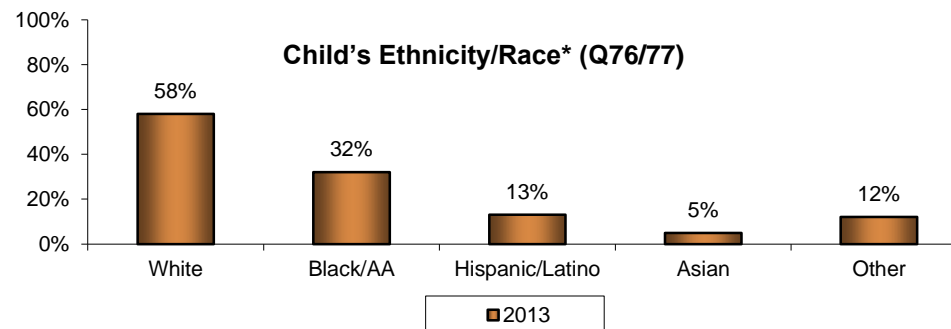
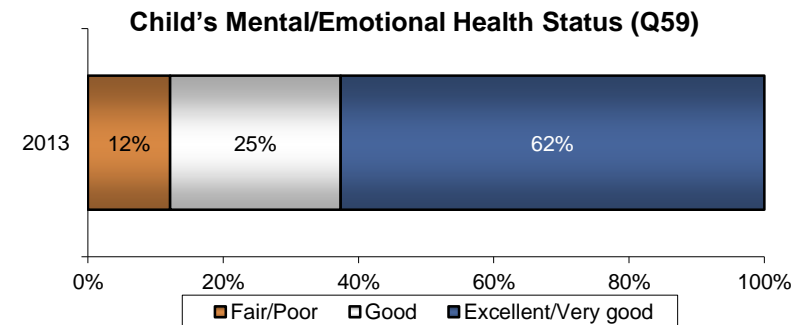
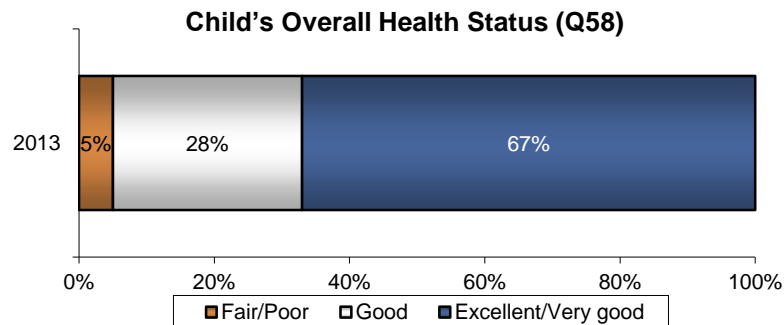
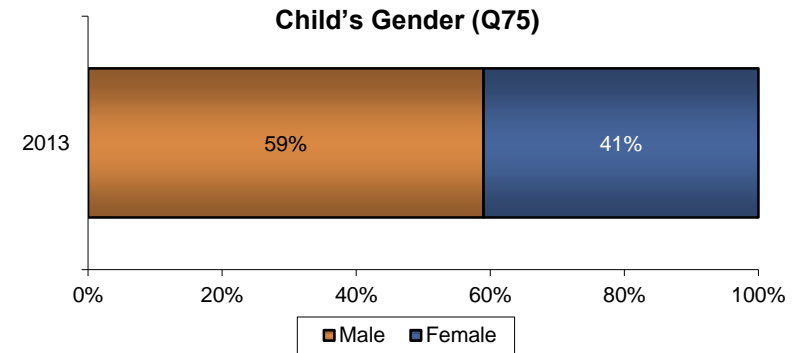
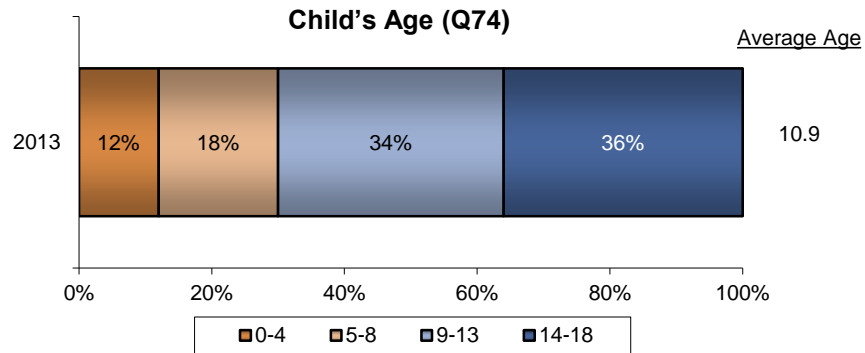
- The average age is almost 11 years old.
- 59% are male, 41% are female.
- 95% are reported to be in excellent, very good or good overall health.
- 88% are reported to be in excellent, very good or good mental/emotional health.
- 58% are White/Caucasian; 32% are Black/African American (AA); 13% are Hispanic/Latino.*

Parents/Guardians Surveyed (responding for their child):

- The average age of parents/guardians is almost 38 years old.
- 89% are female.
- 47% of parents/guardians have a high school education or less.
- 99% report being the child's mother or father.

**Respondents could identify more than one racial/ethnic group.*

Children with Chronic Conditions

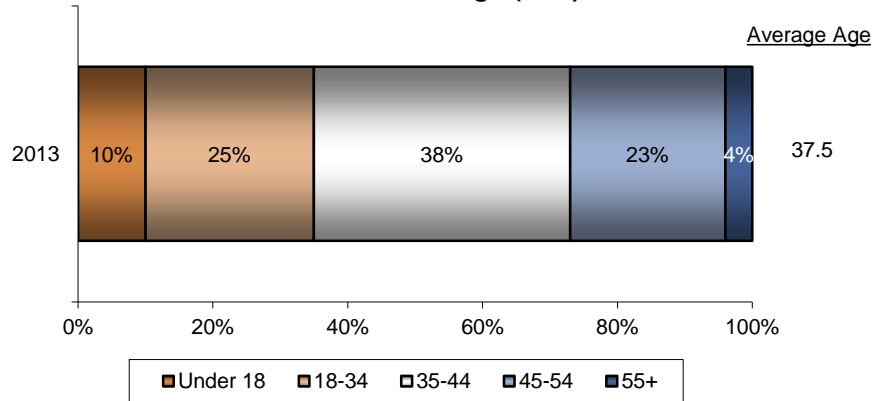


Base = Those answering

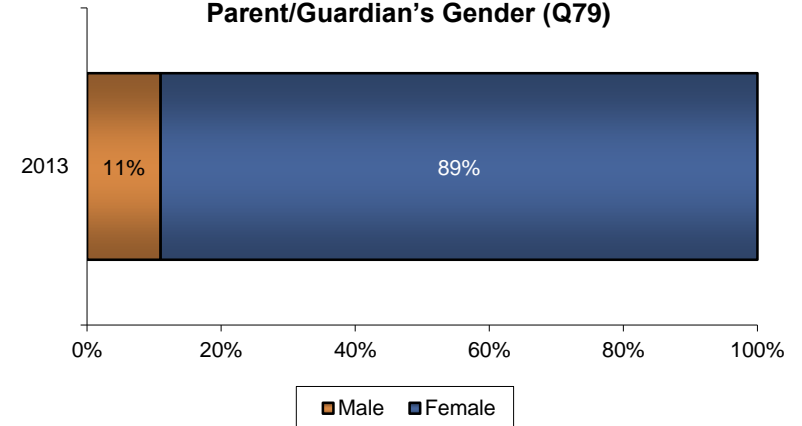
*Multiple Responses Accepted

Children with Chronic Conditions

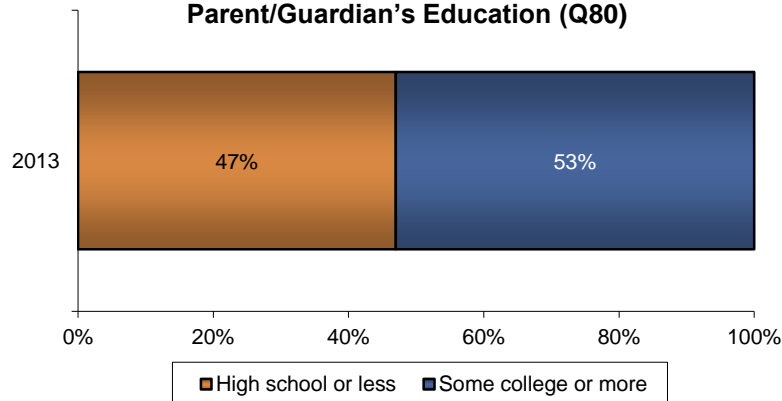
Parent/Guardian's Age (Q78)



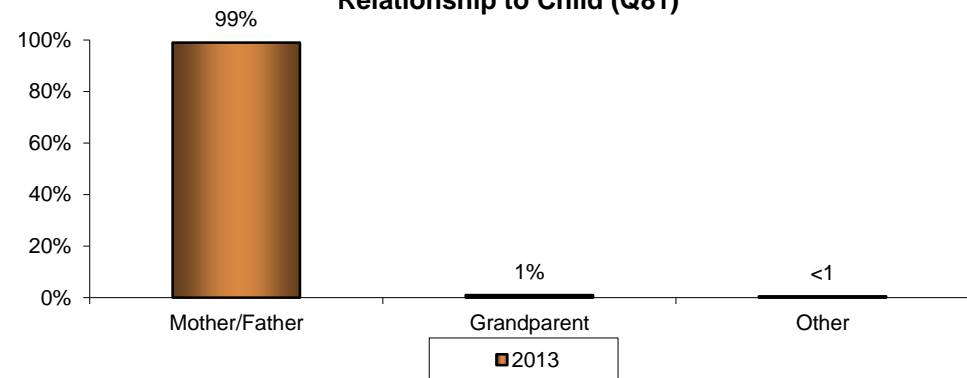
Parent/Guardian's Gender (Q79)



Parent/Guardian's Education (Q80)



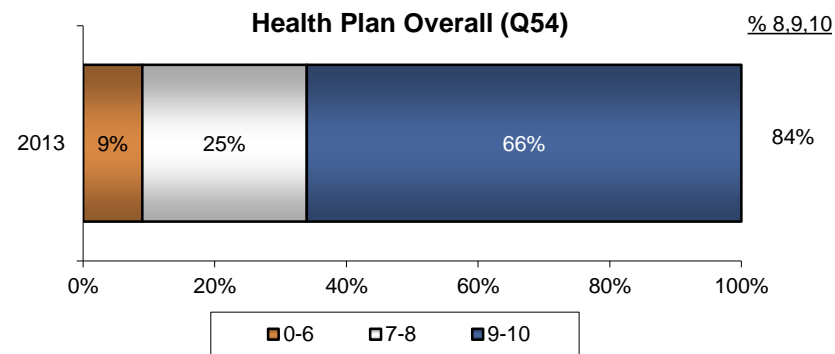
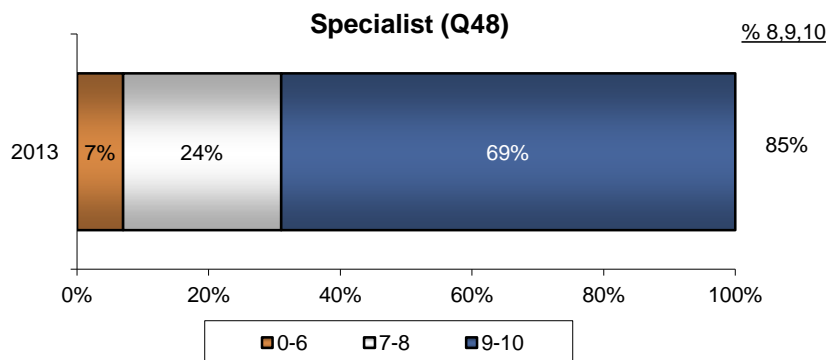
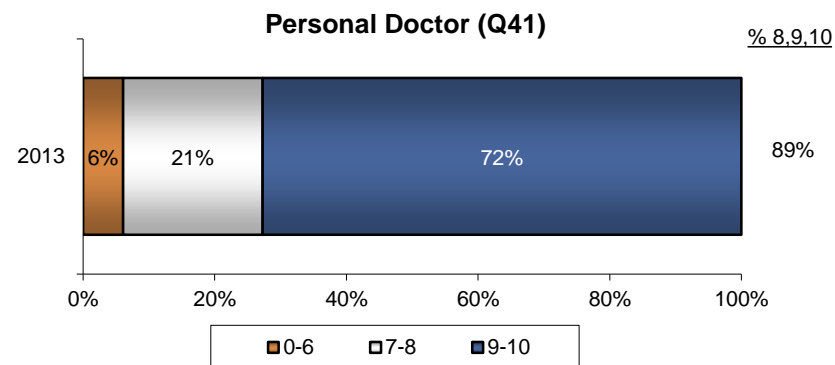
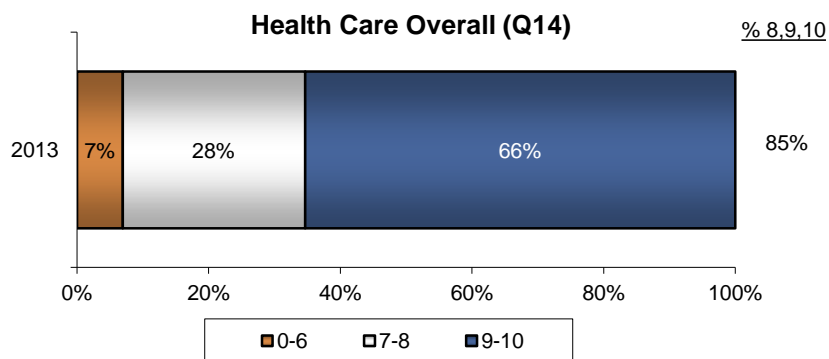
Relationship to Child (Q81)



Survey Results

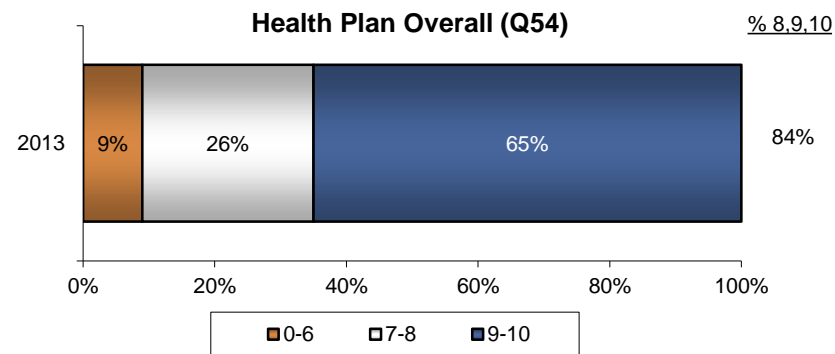
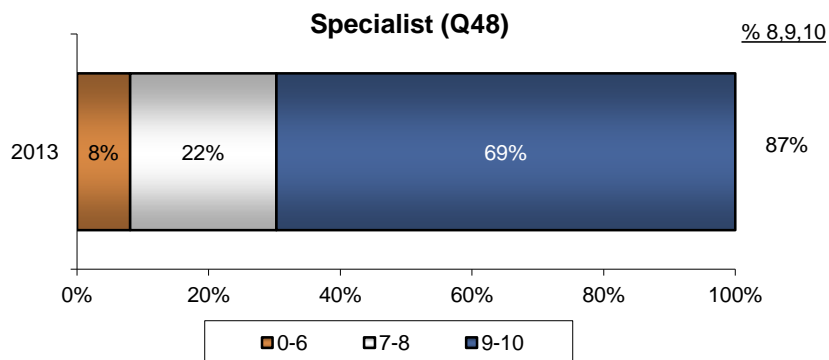
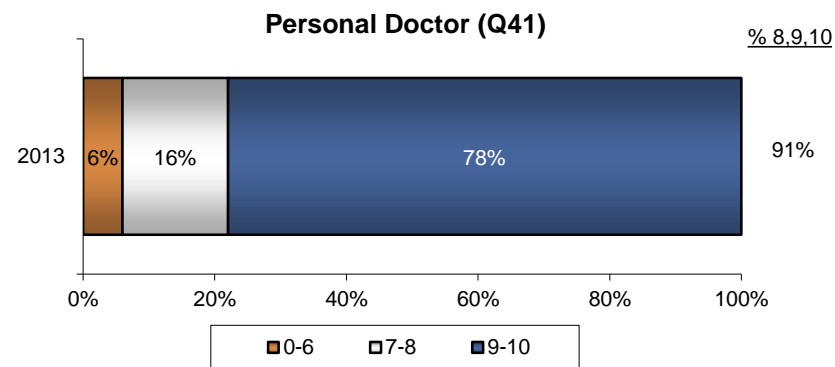
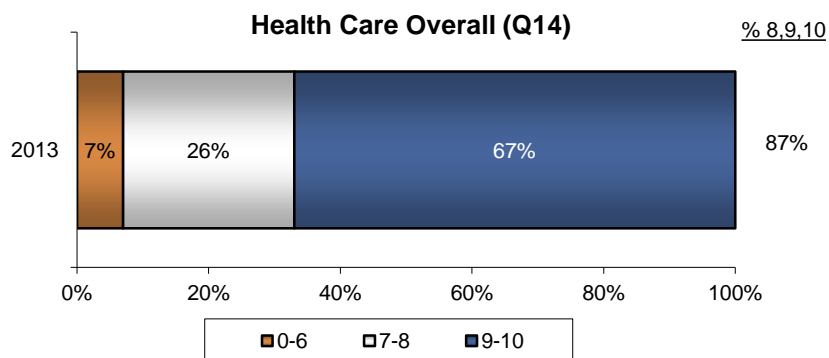
General Population

- Members were asked to give their overall ratings of their Doctors, Health Care and Health Plan using a “0 to 10” scale, where a “0” means the worst possible rating and a “10” means the best possible rating.
- Overall, parents/guardians gave high satisfaction ratings (rating 8, 9 or 10) to their child’s:
 - Personal Doctor (89%);
 - Specialist (85%);
 - Health Care overall (85%); and
 - Health Plan overall (84%).



Children with Chronic Conditions

- Overall, parents/guardians of children with chronic conditions gave high satisfaction ratings (rating 8, 9 or 10) to their child's:
 - Personal Doctor (91%);
 - Health Care overall (87%);
 - Specialist (87%); and
 - Health Plan overall (84%).

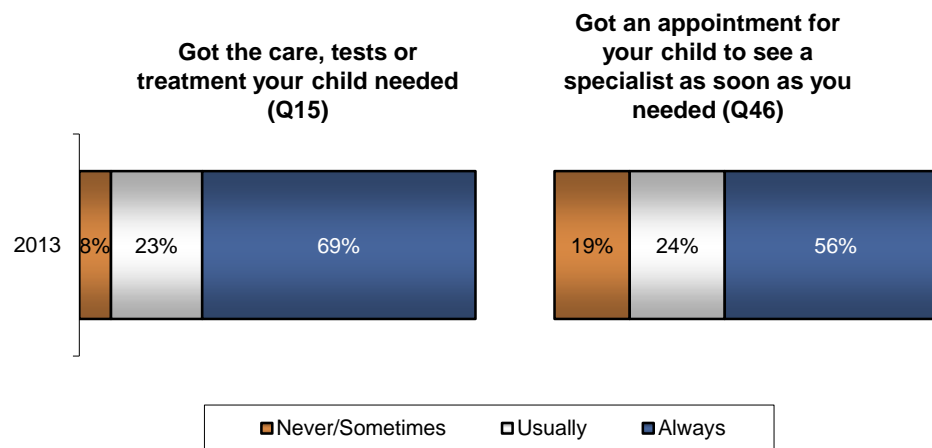
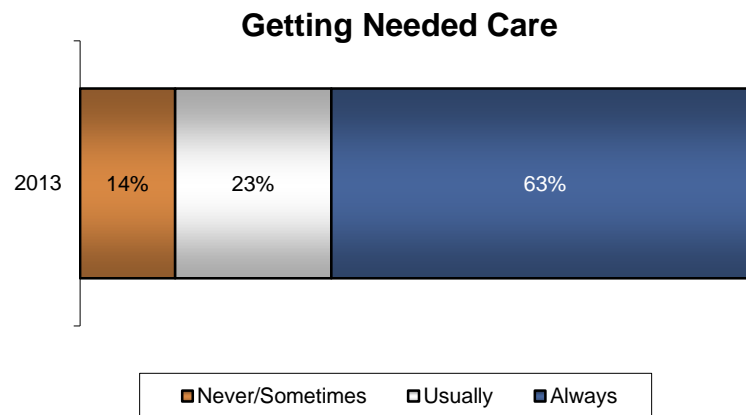


- Composite scores are derived by combining survey results of similar questions. The table below shows how each standard composite score is defined.

Composite Measure/Rating Item	Survey Question(s)	What is Measured	Summary Rate ¹
Getting Needed Care	15 and 46	Measures members' experiences in the last 6 months when trying to get care from specialists and through health plan	% of members who responded "Usually" or "Always"
Getting Care Quickly	4 and 6	Measures members' experiences with receiving care and getting appointments as soon as they needed	% of members who responded "Usually" or "Always"
How Well Doctors Communicate	32, 33, 34 and 37	Measures how well personal doctor explains things, listens to them, shows respect for what they have to say and spends enough time with their child	% of members who responded "Usually" or "Always"
Customer Service	50 and 51	Measures members' experiences with getting the information needed and treatment by Customer Service staff	% of members who responded "Usually" or "Always"
Shared Decision-Making	11, 12 and 13	Measures members' experiences with doctors discussing the pros and cons of starting or stopping a prescription medicine and asking the member what they thought was best for their child	% of members who responded "A lot", "Some" or "Yes"
Health Promotion and Education	8	Measures members' experience with their doctor discussing specific things to do to prevent illness	% of members who responded "Yes"
Coordination of Care	40	Measures members' perception of whether their doctor is up-to-date about the care their child received from other doctors or health providers	% of members who responded "Usually" or "Always"

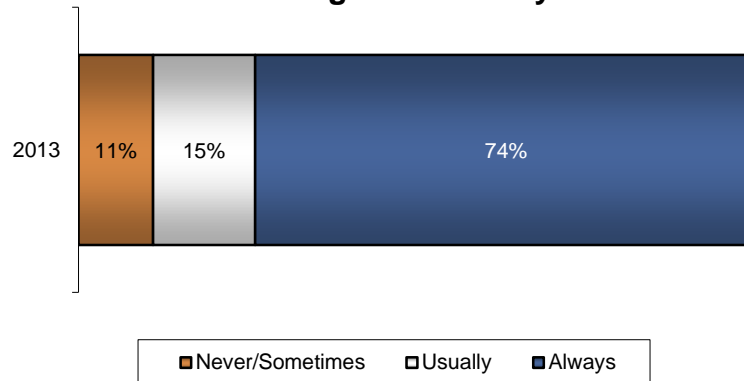
¹Summary Rates most often represent the most favorable responses for that question.

General Population

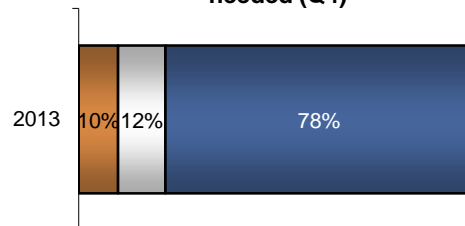


General Population

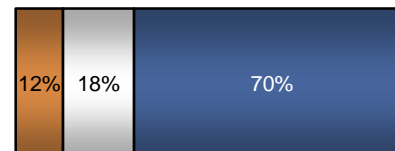
Getting Care Quickly



Received the care needed for your child as soon as they needed (Q4)



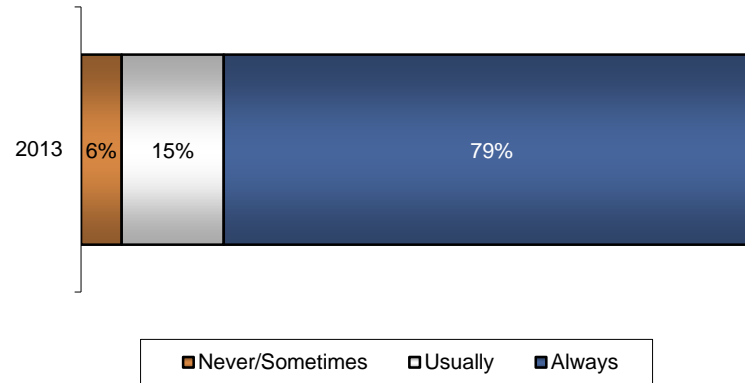
Received an appointment for a check-up or routine care for your child as soon as they needed (Q6)



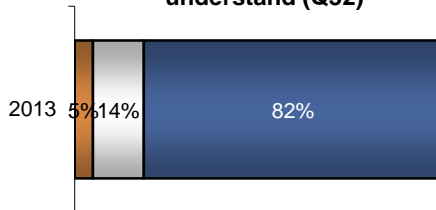
Legend: ■ Never/Sometimes ■ Usually ■ Always

General Population

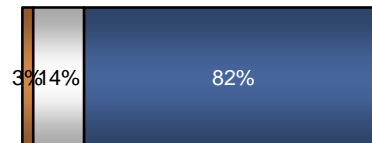
How Well Doctors Communicate



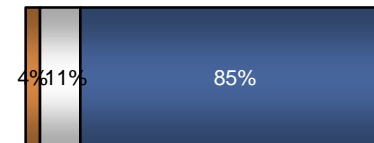
Child's doctor explained things about your child's health in a way you could understand (Q32)



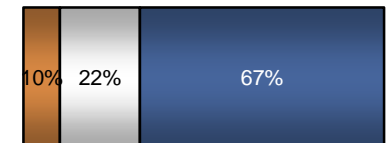
Child's doctor listened carefully to you (Q33)



Child's doctor showed respect for what you had to say (Q34)



Child's doctor spent enough time with your child (Q37)

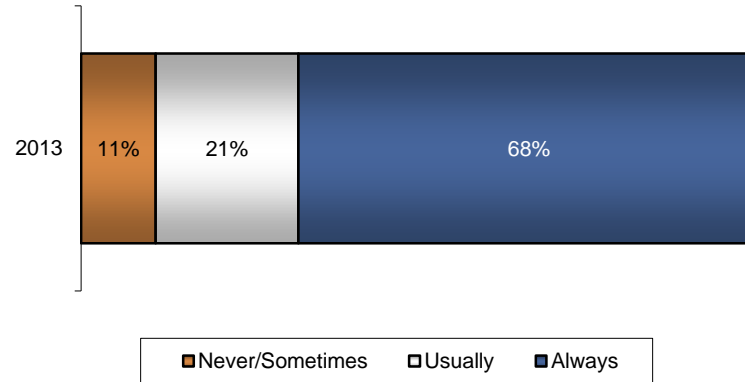


Legend: ■ Never/Sometimes ■ Usually ■ Always

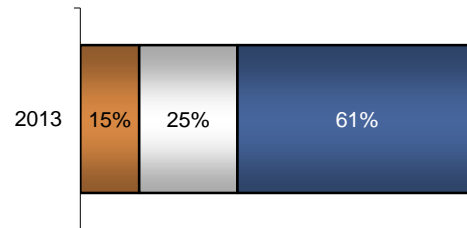
Base = For these four questions on "How Well Doctors Communicate", respondents didn't answer if the question asked about experiences they had *not* had in the previous 6 months

General Population

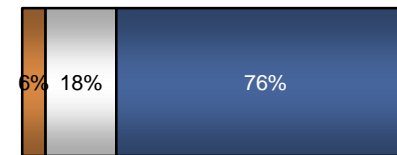
Customer Service



Received information or help needed from child's health plan's Customer Service (Q50)



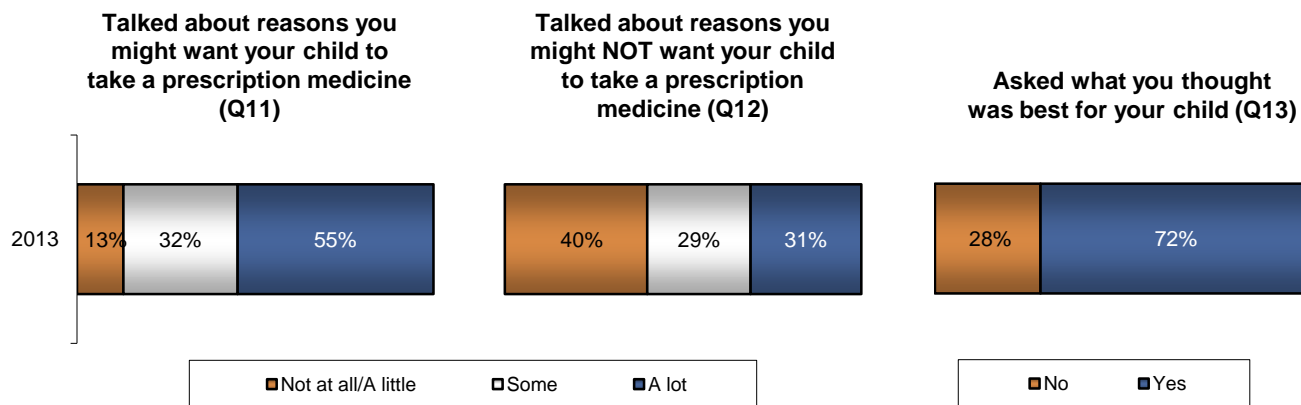
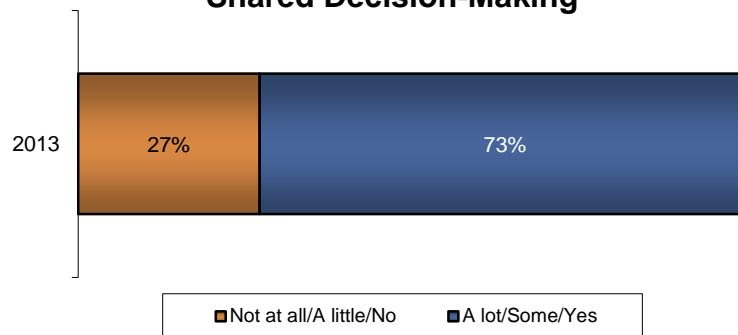
Treated with courtesy and respect by child's health plan's Customer Service (Q51)



Legend: ■ Never/Sometimes ■ Usually ■ Always

General Population

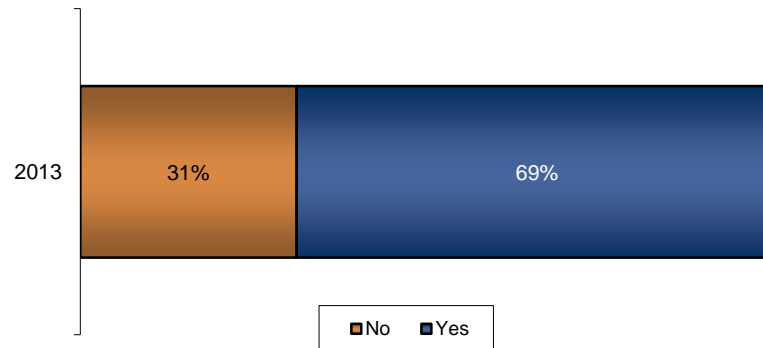
Shared Decision-Making



Base=For these three questions on "Shared Decision-Making", respondents didn't answer if the question asked about experiences they had *not* had in the previous 6 months

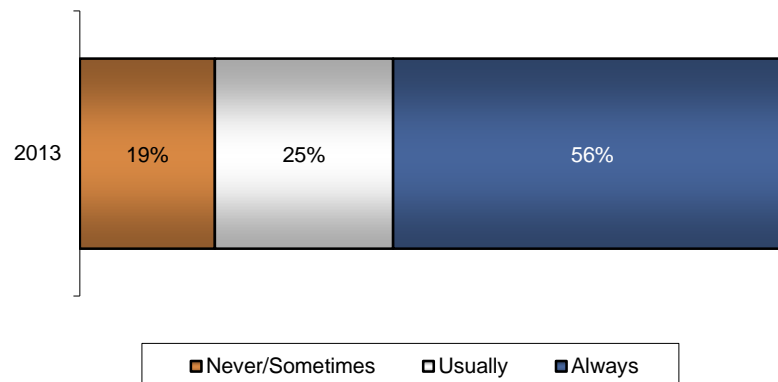
General Population

Health Promotion and Education (Q8)



Base=For the question on "Health Promotion and Education", respondents didn't answer if the question asked about experiences they had *not* had in the previous 6 months

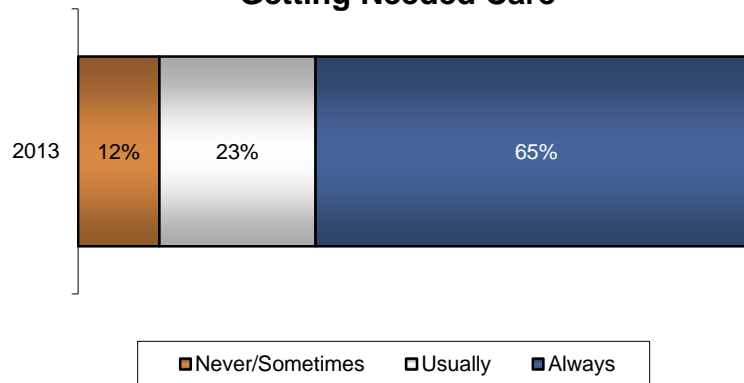
Coordination of Care (Q40)



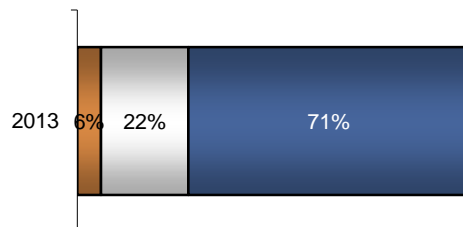
Base = For the question on "Coordination of Care", respondents didn't answer if the question asked about experiences they had *not* had in the previous 6 months

Children with Chronic Conditions

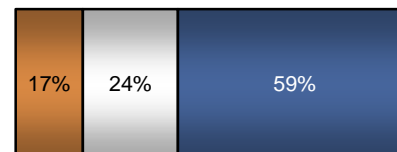
Getting Needed Care



Got the care, tests or treatment your child needed (Q15)



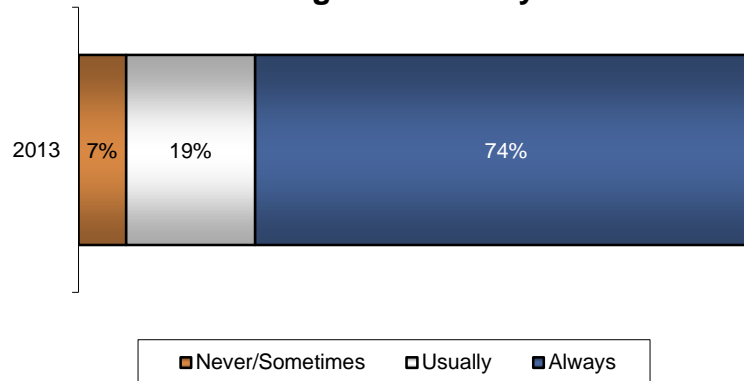
Got an appointment for your child to see a specialist as soon as you needed (Q46)



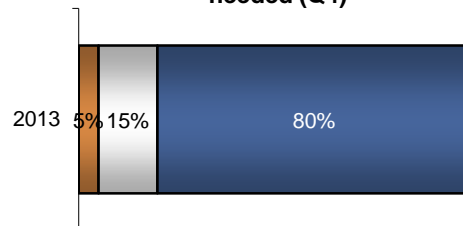
Legend: ■ Never/Sometimes ■ Usually ■ Always

Children with Chronic Conditions

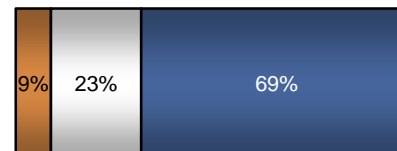
Getting Care Quickly



Received the care needed for your child as soon as they needed (Q4)



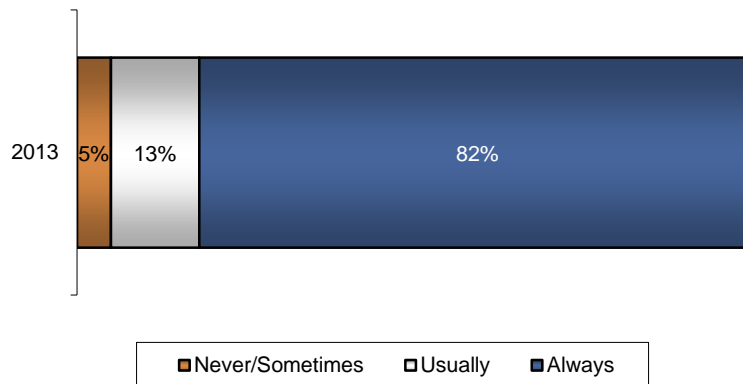
Received an appointment for a check-up or routine care for your child as soon as they needed (Q6)



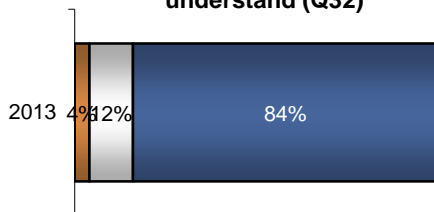
Legend: ■ Never/Sometimes ■ Usually ■ Always

Children with Chronic Conditions

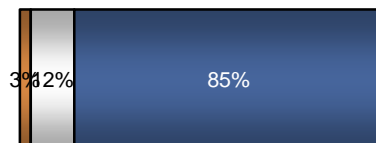
How Well Doctors Communicate



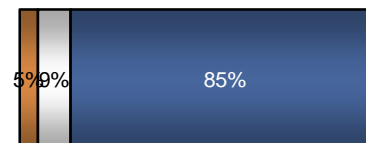
Child's doctor explained things about your child's health in a way you could understand (Q32)



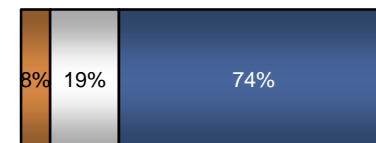
Child's doctor listened carefully to you (Q33)



Child's doctor showed respect for what you had to say (Q34)



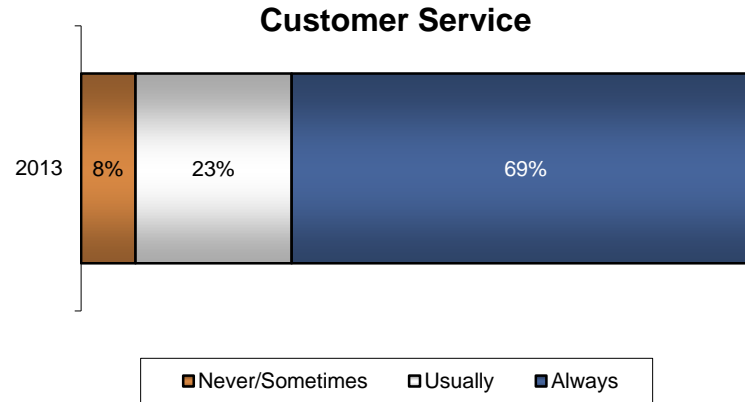
Child's doctor spent enough time with your child (Q37)



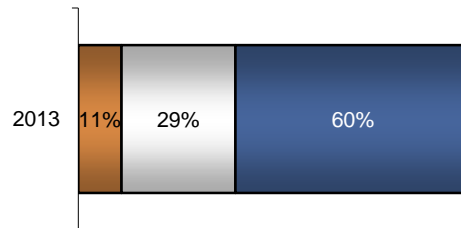
Legend: Never/Sometimes (orange), Usually (light blue), Always (dark blue)

Base = For these four questions on "How Well Doctors Communicate", respondents didn't answer if the question asked about experiences they had *not* had in the previous 6 months

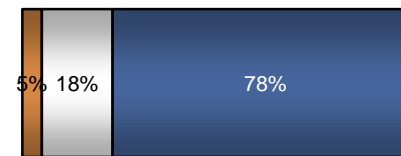
Children with Chronic Conditions



**Received information or help
needed from child's health
plan's Customer Service (Q50)**



**Treated with courtesy and
respect by child's health plan's
Customer Service (Q51)**

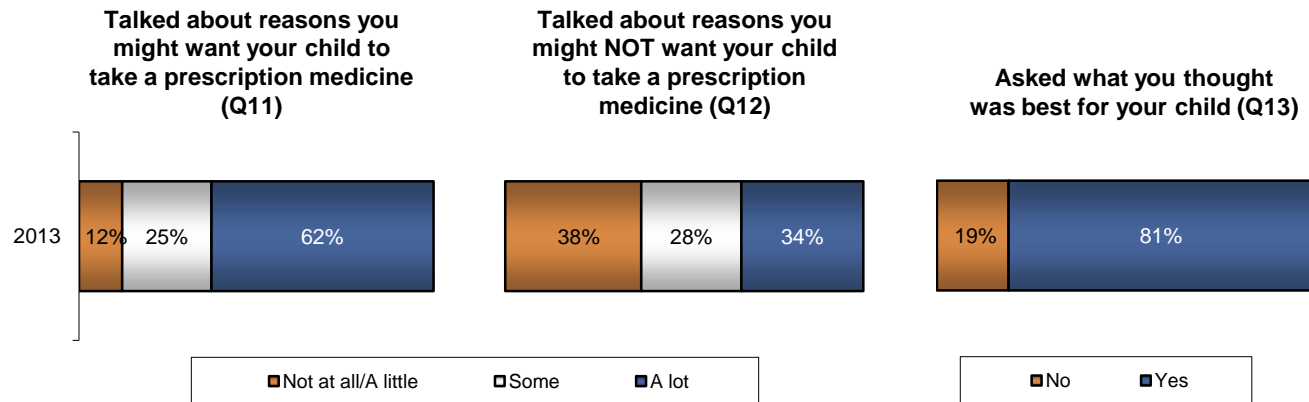
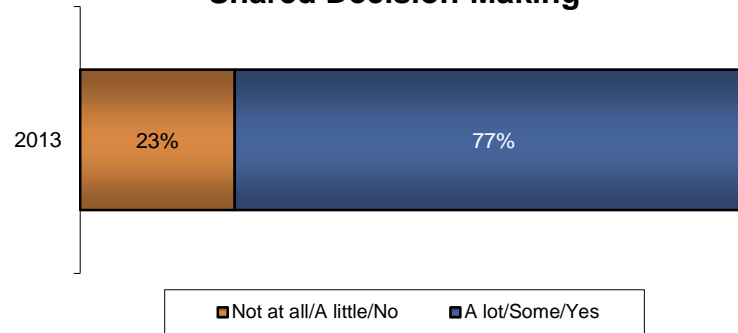


Legend: ■ Never/Sometimes ■ Usually ■ Always

Base = For these two questions on "Customer Service", respondents didn't answer if the question asked about experiences they had *not* had in the previous 6 months

Children with Chronic Conditions

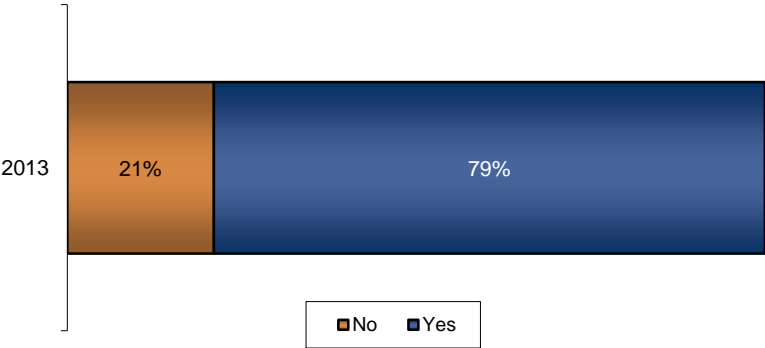
Shared Decision-Making



Base=For these three questions on "Shared Decision-Making", respondents didn't answer if the question asked about experiences they had *not* had in the previous 6 months

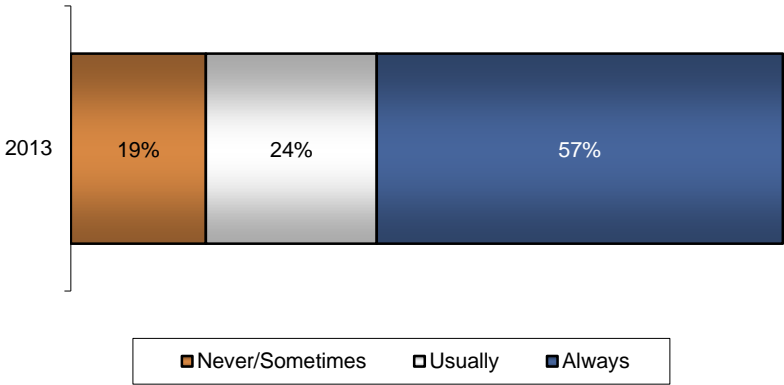
Children with Chronic Conditions

Health Promotion and Education (Q8)



Base=For the question on “Health Promotion and Education”, respondents didn’t answer if the question asked about experiences they had *not* had in the previous 6 months

Coordination of Care (Q40)



Base = For the question on “Coordination of Care”, respondents didn’t answer if the question asked about experiences they had *not* had in the previous 6 months

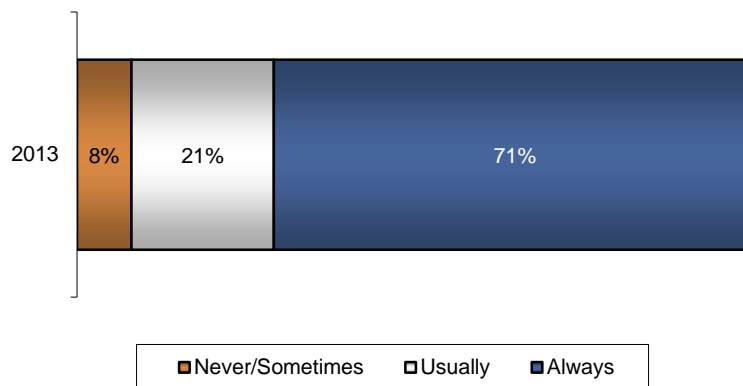
- CCC measurement composite scores are derived by combining survey results of similar questions related to basic components for successful treatment, management and support of children with chronic conditions. The table below shows how each CCC measurement set composite score is defined.

Composite Measure/Rating Item	Survey Question(s)	What is Measured	Summary Rate ¹
Access to Prescription Medicine	56	Measures members' experiences in the last 6 months when trying to get prescription medicine	% of members who responded "Usually" or "Always"
Access to Specialized Services	20, 23 and 26	Measures members' experiences with getting special medical equipment, therapy, treatment, or counseling for their child	% of members who responded "Usually" or "Always"
Family Centered Care (FCC): Personal Doctor Who Knows Child	38, 43 and 44	Measures whether or not the provider discussed how the child is feeling, growing and behaving; as well as understands how the child's condition affects the child's and family's day-to-day life	% of members who responded "Yes"
Family Centered Care (FCC): Getting Needed Information	9	Measures how often providers answered members' questions	% of members who responded "Usually" or "Always"
Coordination of Care for Children with Chronic Conditions	18 and 29	Measures whether or not members received the help needed from the provider in contacting the child's school/daycare, and whether anyone from DHMH or the provider's office coordinated care among the different providers/services	% of members who responded "Yes"

¹Summary Rates most often represent the most favorable responses for that question.

Children with Chronic Conditions

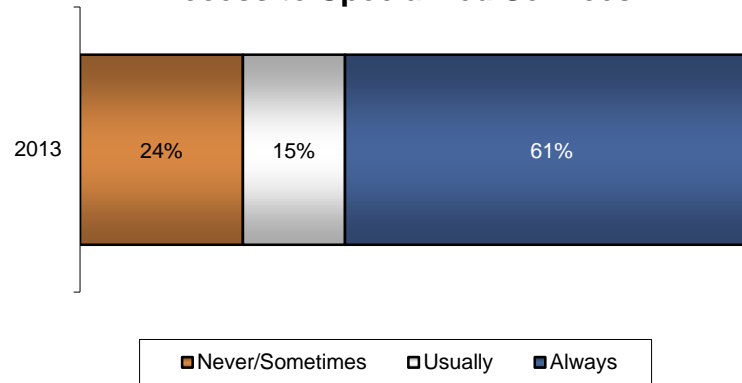
Access to Prescription Medicine (Q56)



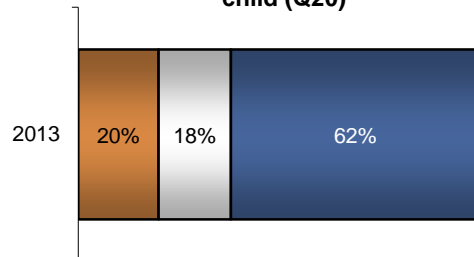
Base = For the question on "Access to Prescription Medicine", respondents didn't answer if the question asked about experiences they had *not* had in the previous 6 months

Children with Chronic Conditions

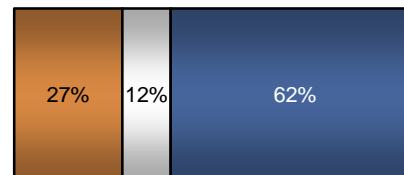
Access to Specialized Services



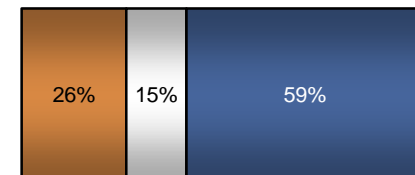
Ease of getting special medical equipment for child (Q20)



Ease of getting special therapy for child (Q23)



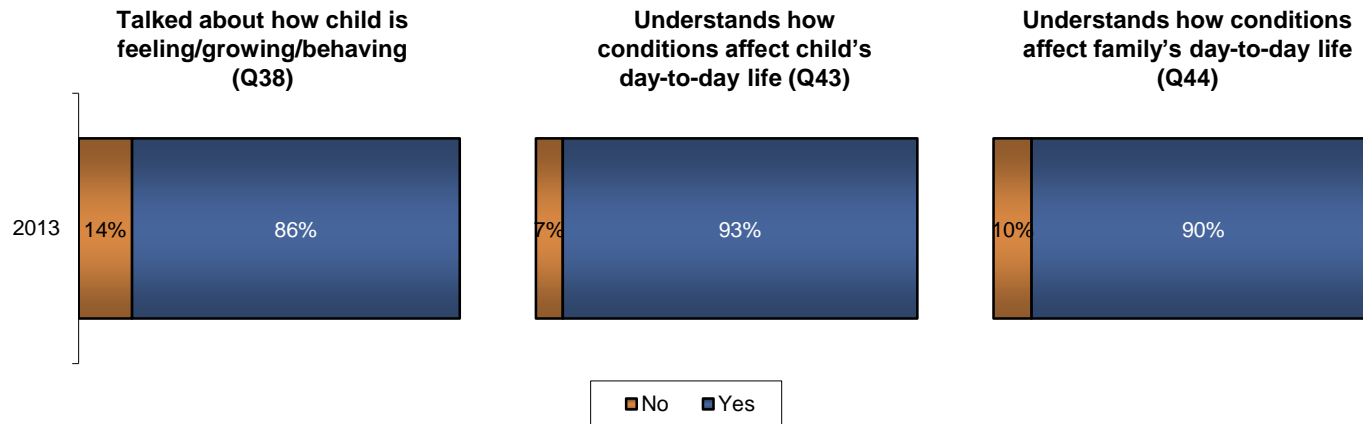
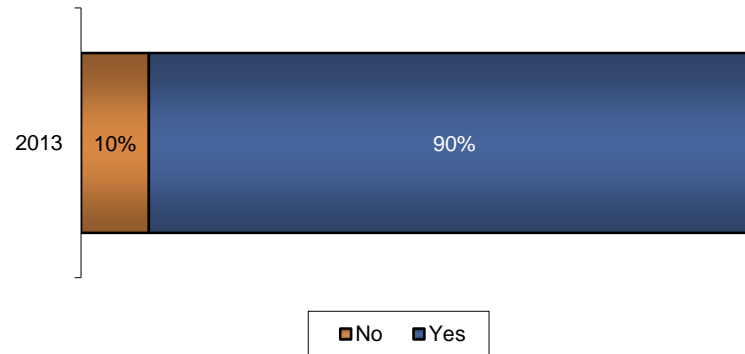
Ease of getting treatment or counseling for child (Q26)



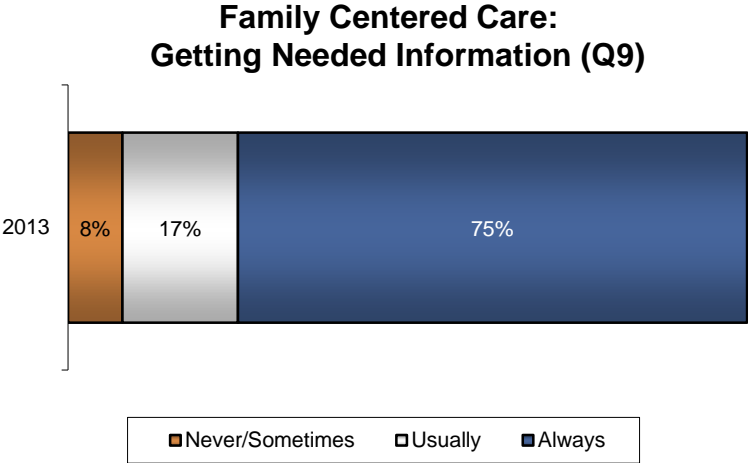
Legend: ■ Never/Sometimes ■ Usually ■ Always

Children with Chronic Conditions

Family Centered Care: Personal Doctor Who Knows Child



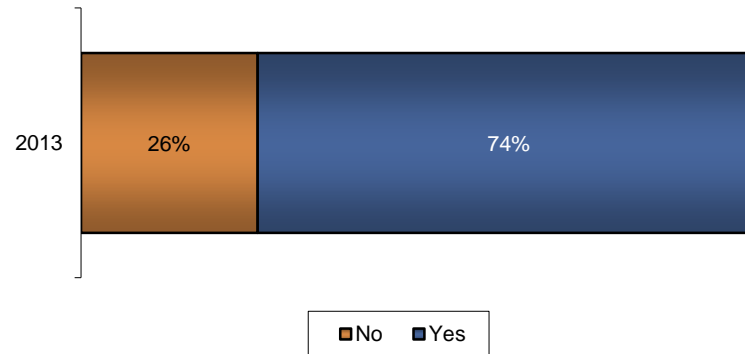
Children with Chronic Conditions



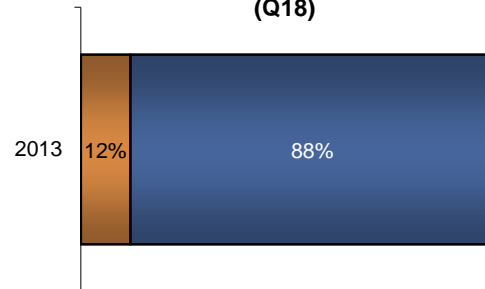
Base = For the question on “Getting Needed Information”, respondents didn’t answer if the question asked about experiences they had *not* had in the previous 6 months

Children with Chronic Conditions

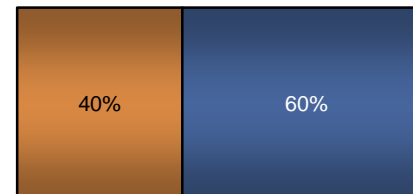
Coordination of Care for Children with Chronic Conditions



Received help needed in contacting school or daycare (Q18)



Received help coordinating care among different providers or services (Q29)



Base = For these two questions on "Coordination of Care for Children with Chronic Conditions", respondents didn't answer if the question asked about experiences they had *not* had in the previous 6 months

- The tables on the following pages illustrate the proportion of members that fall into each response category for all survey questions.
- The calculated Summary Rates represent the percentage of respondents who answered in the most positive way. Please keep in mind when reviewing this section that not all questions are designed for Summary Rates (e.g., questions that instruct the respondent to mark all that apply).

General Population

Urgent and Routine Care

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²								
				2013								
3	Child needed care right away in a clinic, emergency room or doctor's office <small>Base=Those answering</small>	1752	<table><tr><th>Response</th><th>Percentage</th></tr><tr><td>No</td><td>66%</td></tr><tr><td>Yes</td><td>34%</td></tr></table>	Response	Percentage	No	66%	Yes	34%	34%		
Response	Percentage											
No	66%											
Yes	34%											
4	Received the care needed for your child as soon as they needed <small>Base=Those whose child needed care right away and able to rate</small>	543	<table><tr><th>Response</th><th>Percentage</th></tr><tr><td>Never/Sometimes</td><td>10%</td></tr><tr><td>Usually</td><td>12%</td></tr><tr><td>Always</td><td>78%</td></tr></table>	Response	Percentage	Never/Sometimes	10%	Usually	12%	Always	78%	90%
Response	Percentage											
Never/Sometimes	10%											
Usually	12%											
Always	78%											
5	Made any appointments for a check-up or routine care for your child at a doctor's office or clinic <small>Base=Those answering</small>	1747	<table><tr><th>Response</th><th>Percentage</th></tr><tr><td>No</td><td>30%</td></tr><tr><td>Yes</td><td>70%</td></tr></table>	Response	Percentage	No	30%	Yes	70%	70%		
Response	Percentage											
No	30%											
Yes	70%											
6	Received an appointment for a check-up or routine care for your child as soon they needed <small>Base=Those who made an appointment for their child and able to rate</small>	1133	<table><tr><th>Response</th><th>Percentage</th></tr><tr><td>Never/Sometimes</td><td>12%</td></tr><tr><td>Usually</td><td>18%</td></tr><tr><td>Always</td><td>70%</td></tr></table>	Response	Percentage	Never/Sometimes	12%	Usually	18%	Always	70%	88%
Response	Percentage											
Never/Sometimes	12%											
Usually	18%											
Always	70%											
7	Number of times your child went to doctor's office or clinic to get health care <small>Base=Those answering</small>	1726	<table><tr><th>Response</th><th>Percentage</th></tr><tr><td>None</td><td>27%</td></tr><tr><td>1-2 times</td><td>48%</td></tr><tr><td>3 or more times</td><td>25%</td></tr></table>	Response	Percentage	None	27%	1-2 times	48%	3 or more times	25%	73%
Response	Percentage											
None	27%											
1-2 times	48%											
3 or more times	25%											

¹n size=The number of FAMIS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

General Population

Discussion of Options/Care and Treatment

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²
				2013
8	<p>Child's doctor talked about specific things you could do to prevent illness in your child</p> <p>Base=Those whose child went to a doctor's office or clinic for health care and able to rate</p>	1235	<p>100% 0% No Yes</p>	69%
9	<p>Child's doctors or other health providers answered your questions</p> <p>Base=Those whose child went to a doctor's office or clinic for health care and able to rate</p>	1238	<p>100% 0% Never/Sometimes Usually Always</p>	88%
10	<p>Talked about your child starting or stopping a prescription medicine</p> <p>Base=Those whose child went to a doctor's office or clinic for health care and answering</p>	1235	<p>100% 0% No Yes</p>	33%
11	<p>Talked about reasons you might want your child to take a prescription medicine</p> <p>Base=Those whose child went to a doctor's office or clinic and talked with provider about their child starting or stopping a prescription medicine and able to rate</p>	394	<p>100% 0% Not at all A little Some A lot</p>	87%
12	<p>Talked about reasons you might NOT want your child to take a prescription medicine</p> <p>Base=Those whose child went to a doctor's office or clinic and talked with provider about their child starting or stopping a prescription medicine and able to rate</p>	390	<p>100% 0% Not at all A little Some A lot</p>	60%

¹n size=The number of FAMIS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

General Population

Discussion of Options/Care and Treatment (continued)

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²
				2013
13	<p>Asked what you thought was best for your child</p> <p>Base=Those whose child went to a doctor's office or clinic and talked with provider about their child starting or stopping a prescription medicine and answering</p>	393	<p>100% 0% No Yes</p>	72%
15	<p>Got the care, tests or treatment your child needed</p> <p>Base=Those whose child went to a doctor's office or clinic for health care and able to rate</p>	1236	<p>100% 0% Never/Sometimes Usually Always</p>	92%

¹n size=The number of FAMIS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

General Population

Communication with Child's School/Daycare

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²
				2013
16	Child is enrolled in school or daycare <small>Base=Those answering</small>	1746	<p>100% 0% 29% 71% No Yes</p>	71%
17	Needed doctors or other health providers to contact the school or daycare about your child's health or health care <small>Base=Those whose child is enrolled in any kind of school or daycare and answering</small>	1146	<p>100% 0% 90% 10% No Yes</p>	10%
18	Received the help needed contacting child's school or daycare <small>Base=Those whose child is enrolled in school or daycare, needed doctors or other health providers to contact their child's school or daycare and answering</small>	116	<p>100% 0% 9% 91% No Yes</p>	91%

¹n size=The number of FAMIS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

General Population

Access to Special Medical Equipment or Devices

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²
				2013
19	Received or tried to get special medical equipment or devices for your child <small>Base=Those answering</small>	1744	<p>A horizontal bar chart with a y-axis from 0% to 100%. There are two bars: a brown bar for 'No' at 95% and a blue bar for 'Yes' at 5%.</p>	5%
20	Ease of getting special medical equipment for your child <small>Base=Those who got or tried to get special medical equipment or devices for their child and able to rate</small>	87	<p>A horizontal bar chart with a y-axis from 0% to 100%. There are three bars: a brown bar for 'Never/Sometimes' at 14%, a blue bar for 'Usually' at 13%, and a blue bar for 'Always' at 74%.</p>	86%
21	Someone from child's health plan, doctor's office or clinic helped you with this problem <small>Base=Those who got or tried to get special medical equipment for their child and answering</small>	89	<p>A horizontal bar chart with a y-axis from 0% to 100%. There are two bars: a brown bar for 'No' at 17% and a blue bar for 'Yes' at 83%.</p>	83%

¹n size=The number of FAMIS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

General Population

Access to Special Therapy

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²
				2013
22	Received or tried to get special therapy for your child <small>Base=Those answering</small>	1735	<p>A horizontal bar chart with a vertical axis from 0% to 100%. There are two bars: a brown bar for 'No' at 94% and a blue bar for 'Yes' at 6%.</p>	6%
23	Ease of getting special therapy for your child <small>Base=Those who got or tried to get special therapy for their child and able to rate</small>	99	<p>A horizontal bar chart with a vertical axis from 0% to 100%. There are three bars: a brown bar for 'Never/Sometimes' at 29%, a blue bar for 'Usually' at 15%, and a blue bar for 'Always' at 56%.</p>	71%
24	Someone from child's health plan, doctor's office or clinic helped you with this problem <small>Base=Those who got or tried to get special therapy for their child and answering</small>	102	<p>A horizontal bar chart with a vertical axis from 0% to 100%. There are two bars: a brown bar for 'No' at 36% and a blue bar for 'Yes' at 64%.</p>	64%

¹n size=The number of FAMIS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

General Population

Access to Treatment or Counseling

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²
				2013
25	Received or tried to get treatment or counseling for your child <small>Base=Those answering</small>	1742	<p>A bar chart with a vertical axis from 0% to 100%. The 'No' bar is orange and reaches 90%. The 'Yes' bar is blue and reaches 10%.</p>	10%
26	Ease of getting treatment or counseling for your child <small>Base=Those who got or tried to get treatment or counseling for their child and able to rate</small>	163	<p>A bar chart with a vertical axis from 0% to 100%. The 'Never/Sometimes' bar is orange and reaches 26%. The 'Usually' bar is blue and reaches 17%. The 'Always' bar is blue and reaches 57%.</p>	74%
27	Someone from child's health plan, doctor's office or clinic helped you with this problem <small>Base=Those who got or tried to get treatment or counseling for their child and answering</small>	163	<p>A bar chart with a vertical axis from 0% to 100%. The 'No' bar is orange and reaches 48%. The 'Yes' bar is blue and reaches 52%.</p>	52%

¹n size=The number of FAMIS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

General Population

Access to Multiple Providers or Services

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²
				2013
28	Child received care from more than one kind of health care provider or used more than one kind of health care service <small>Base=Those answering</small>	1729	<p>A horizontal bar chart with two bars. The 'No' bar is orange and represents 80% of the responses. The 'Yes' bar is blue and represents 20% of the responses. The y-axis is labeled from 0% to 100%.</p>	20%
29	Received help coordinating child's care among different providers or services <small>Base=Those whose child got care from more than one kind of health care provider or used more than one kind of health care service and answering</small>	332	<p>A horizontal bar chart with two bars. The 'No' bar is orange and represents 43% of the responses. The 'Yes' bar is blue and represents 57% of the responses. The y-axis is labeled from 0% to 100%.</p>	57%

¹n size=The number of FAMIS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

General Population

Personal Doctor

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²
				2013
30	Child has a personal doctor <small>Base=Those answering</small>	1740	<p>100% 0% 15% 85% No Yes</p>	85%
31	Number of visits to personal doctor to get care for your child <small>Base=Those whose child has a personal doctor and answering</small>	1407	<p>100% 0% 22% 57% 21% None 1-2 times 3 or more times</p>	78%
32	Child's doctor explained things about your child's health in a way that was easy to understand <small>Base=Those who visited their personal doctor and able to rate</small>	1090	<p>100% 0% 5% 14% 82% Never/Sometimes Usually Always</p>	95%
33	Child's doctor listened carefully to you <small>Base=Those who visited their personal doctor and able to rate</small>	1092	<p>100% 0% 3% 14% 82% Never/Sometimes Usually Always</p>	97%
34	Child's doctor showed respect for what you had to say <small>Base=Those who visited their personal doctor and able to rate</small>	1093	<p>100% 0% 4% 11% 85% Never/Sometimes Usually Always</p>	96%

¹n size=The number of FAMIS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

General Population

Personal Doctor (continued)

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²
				2013
35	Child is able to talk with doctors about his/her health care <small>Base=Those whose child visited their personal doctor and answering</small>	1088	<p>100% 0% 28% 72% No Yes</p>	72%
36	Child's doctor explained things in a way your child could understand <small>Base=Those whose child visited their personal doctor, was able to talk with doctors about his/her health care and able to rate</small>	767	<p>100% 0% 8% 19% 74% Never/Sometimes Usually Always</p>	92%
37	Child's doctor spent enough time with your child <small>Base=Those whose child visited their personal doctor and able to rate</small>	1093	<p>100% 0% 10% 22% 67% Never/Sometimes Usually Always</p>	90%
38	Child's doctor talked with you about how your child is feeling, growing or behaving <small>Base=Those whose child visited their personal doctor and answering</small>	1092	<p>100% 0% 15% 85% No Yes</p>	85%

¹n size=The number of FAMIS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

General Population

Coordination of Care

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²
				2013
39	<p>Got care for your child from doctor or other health provider besides personal doctor</p> <p>Base=Those whose child visited their personal doctor and answering</p>	1087	<p>100% 0% No Yes</p>	41%
40	<p>How often child's personal doctor seemed informed and up-to-date about care received from other providers</p> <p>Base=Those whose child visited their personal doctor and has received care from other providers and able to rate</p>	427	<p>100% 0% Never/Sometimes Usually Always</p>	81%

¹n size=The number of FAMIS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

General Population

Treatment of Behavioral Health Conditions

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²
				2013
42	<p>Child had medical, behavioral or other health conditions that have lasted for more than 3 months</p> <p>Base=Those whose child has a personal doctor and answering</p>	1410	<p>A horizontal bar chart with a y-axis from 0% to 100%. The 'No' bar is orange and represents 76%. The 'Yes' bar is blue and represents 24%.</p>	24%
43	<p>Child's personal doctor understands how conditions affect child's day-to-day life</p> <p>Base=Those whose child has any medical, behavioral or other health conditions that have lasted for more than 3 months and answering</p>	326	<p>A horizontal bar chart with a y-axis from 0% to 100%. The 'No' bar is orange and represents 8%. The 'Yes' bar is blue and represents 92%.</p>	92%
44	<p>Child's personal doctor understands how conditions affect family's day-to-day life</p> <p>Base=Those whose child has any medical, behavioral or other health conditions that have lasted for more than 3 months and answering</p>	327	<p>A horizontal bar chart with a y-axis from 0% to 100%. The 'No' bar is orange and represents 13%. The 'Yes' bar is blue and represents 87%.</p>	87%

¹n size=The number of FAMIS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

General Population

Access to Specialist

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²
				2013
45	Made appointment for your child to see a specialist <small>Base=Those answering</small>	1734	<p>A bar chart with a vertical axis from 0% to 100%. There are two bars: a brown bar for 'No' at 79% and a blue bar for 'Yes' at 21%.</p>	21%
46	Got an appointment for your child to see a specialist as soon as you needed <small>Base=Those made an appointment for their child to see a specialist and able to rate</small>	363	<p>A bar chart with a vertical axis from 0% to 100%. There are three bars: a brown bar for 'Never/Sometimes' at 19%, a blue bar for 'Usually' at 24%, and a blue bar for 'Always' at 56%.</p>	81%
47	Number of specialists child has seen <small>Base=Those made an appointment for their child to see a specialist and answering</small>	361	<p>A bar chart with a vertical axis from 0% to 100%. There are three bars: a brown bar for '3 or more' at 8%, a brown bar for '1-2' at 88%, and a blue bar for 'None' at 4%.</p>	4%

¹n size=The number of FAMIS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

General Population

Customer Service

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²
				2013
49	Got information or help from child's health plan's Customer Service <small>Base=Those answering</small>	1709	<p>100% 0% No Yes</p>	27%
50	Received information or help needed from child's health plan's Customer Service <small>Base=Those who got information or help from Customer Service at their child's health plan and able to rate</small>	453	<p>100% 0% Never/Sometimes Usually Always</p>	85%
51	Treated with courtesy and respect by child's health plan's Customer Service <small>Base=Those who got information or help from Customer Service at their child's health plan and able to rate</small>	450	<p>100% 0% Never/Sometimes Usually Always</p>	94%
52	Received forms from your child's health plan to fill out <small>Base=Those answering</small>	1703	<p>100% 0% No Yes</p>	31%

¹n size=The number of FAMIS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

General Population

Access to Prescription Medicine

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²
				2013
53	Forms from your child's health plan were easy to fill out <small>Base=Those who were given forms and able to rate</small>	506	<p>100% 0% Never/Sometimes Usually Always</p> <p>19% 28% 53%</p>	81%
55	Received or refilled a prescription for your child <small>Base=Those answering</small>	1708	<p>100% 0% No Yes</p> <p>52% 48%</p>	48%
56	Easy to get prescription medicines for your child <small>Base=Those who got a prescription or refilled a prescription for their child and able to rate</small>	798	<p>100% 0% Never/Sometimes Usually Always</p> <p>8% 20% 73%</p>	92%
57	Someone from child's health plan, doctor's office or clinic helped you with this problem <small>Base=Those who got a prescription or refilled a prescription for their child and answering</small>	791	<p>100% 0% No Yes</p> <p>49% 51%</p>	51%

¹n size=The number of FAMIS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

General Population

About the Child (CCC Survey-Based Screening Tool)

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²
				2013
60	Child currently needs or uses medicine prescribed by a doctor <small>Base = Those answering</small>	1722	<p>100% 71% 29% 0% No Yes</p>	29%
61	Because of any medical, behavioral or other health condition <small>Base = Those whose child currently needs or uses medicine prescribed by a doctor and answering</small>	484	<p>100% 20% 80% 0% No Yes</p>	80%
62	Condition has lasted or is expected to last for at least 12 months <small>Base = Those whose child currently needs or uses medicine prescribed by a doctor because of medical, behavioral or other health conditions and answering</small>	380	<p>100% 12% 88% 0% No Yes</p>	88%

¹n size=The number of FAMIS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

General Population

About the Child (CCC Survey-Based Screening Tool) (continued)

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²
				2013
63	Child currently needs or uses more medical care, mental health or educational services than is usual for most children of the same age <small>Base = Those answering</small>	1714	<p>100% 0% 87% 13% No Yes</p>	13%
64	Because of any medical, behavioral or other health condition <small>Base = Those whose child needs or uses more medical care, mental health or educational services than is usual for most children of the same age and answering</small>	213	<p>100% 0% 11% 89% No Yes</p>	89%
65	Condition has lasted or is expected to last for at least 12 months <small>Base = Those whose child needs or uses more services than is usual for most children of the same age because of medical, behavioral or other health conditions and answering</small>	186	<p>100% 0% 3% 97% No Yes</p>	97%

¹n size=The number of FAMIS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

General Population

About the Child (CCC Survey-Based Screening Tool) (continued)

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²
				2013
66	Child is limited or prevented in any way in his/her ability to do the things most children of the same age can do <small>Base = Those answering</small>	1717	<p>A horizontal bar chart with 'No' and 'Yes' on the x-axis and percentage on the y-axis (0% to 100%). The 'No' bar is orange and labeled 91%. The 'Yes' bar is blue and labeled 9%.</p>	9%
67	Because of any medical, behavioral or other health condition <small>Base = Those whose child is limited or prevented in any way from doing the things most children of the same age can do and answering</small>	138	<p>A horizontal bar chart with 'No' and 'Yes' on the x-axis and percentage on the y-axis (0% to 100%). The 'No' bar is orange and labeled 28%. The 'Yes' bar is blue and labeled 72%.</p>	72%
68	Condition has lasted or is expected to last for at least 12 months <small>Base = Those whose child is limited or prevented in any way from doing the things most children of the same age can do because of medical, behavioral or other health conditions and answering</small>	100	<p>A horizontal bar chart with 'No' and 'Yes' on the x-axis and percentage on the y-axis (0% to 100%). The 'No' bar is orange and labeled 1%. The 'Yes' bar is blue and labeled 99%.</p>	99%

¹n size=The number of FAMIS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

General Population

About the Child (CCC Survey-Based Screening Tool) (continued)

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²
				2013
69	Child needs or gets special therapy such as physical, occupational or speech therapy <small>Base = Those answering</small>	1720	<p>100% 0% 94% 6% No Yes</p>	6%
70	Because of any medical, behavioral or other health condition <small>Base = Those whose child needs or gets special therapy such as physical, occupational or speech therapy and answering</small>	103	<p>100% 0% 41% 59% No Yes</p>	59%
71	Condition has lasted or is expected to last for at least 12 months <small>Base = Those whose child needs or gets special therapy because of medical, behavioral or other health conditions and answering</small>	61	<p>100% 0% 10% 90% No Yes</p>	90%

¹n size=The number of FAMIS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

General Population

About the Child (CCC Survey-Based Screening Tool) (continued)

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²
				2013
72	Child has any kind of emotional, developmental or behavioral problem for which he/she needs or gets treatment or counseling <small>Base = Those answering</small>	1716	<p>A horizontal bar chart with a vertical axis from 0% to 100%. The 'No' category has a brown bar at 89%. The 'Yes' category has a blue bar at 11%.</p>	11%
73	Problem has lasted or is expected to last for at least 12 months <small>Base = Those whose child has an emotional, developmental or behavioral problem for which he or she needs or gets treatment or counseling and answering</small>	178	<p>A horizontal bar chart with a vertical axis from 0% to 100%. The 'No' category has a brown bar at 11%. The 'Yes' category has a blue bar at 89%.</p>	89%

¹n size=The number of FAMIS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

Children with Chronic Conditions

Urgent and Routine Care

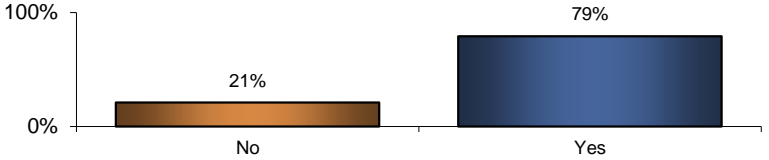
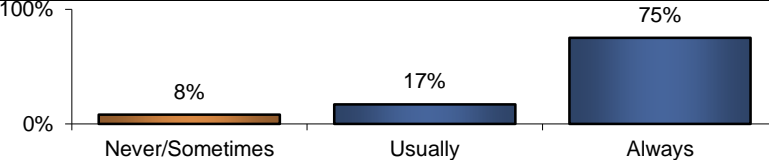
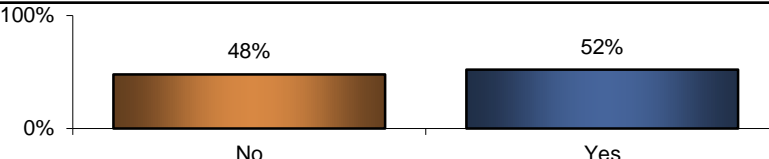
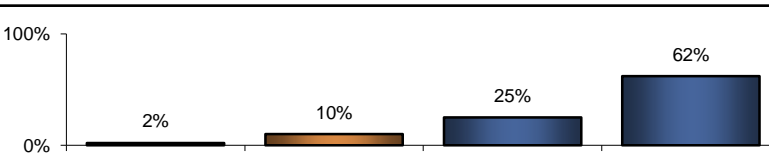
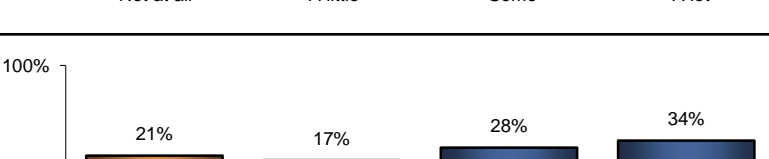
#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²								
				2013								
3	Child needed care right away in a clinic, emergency room or doctor's office <small>Base=Those answering</small>	426	<table><tr><th>Response</th><th>Percentage</th></tr><tr><td>No</td><td>58%</td></tr><tr><td>Yes</td><td>42%</td></tr></table>	Response	Percentage	No	58%	Yes	42%	42%		
Response	Percentage											
No	58%											
Yes	42%											
4	Received the care needed for your child as soon as they needed <small>Base=Those whose child needed care right away and able to rate</small>	169	<table><tr><th>Response</th><th>Percentage</th></tr><tr><td>Never/Sometimes</td><td>5%</td></tr><tr><td>Usually</td><td>15%</td></tr><tr><td>Always</td><td>80%</td></tr></table>	Response	Percentage	Never/Sometimes	5%	Usually	15%	Always	80%	95%
Response	Percentage											
Never/Sometimes	5%											
Usually	15%											
Always	80%											
5	Made any appointments for a check-up or routine care for your child at a doctor's office or clinic <small>Base=Those answering</small>	426	<table><tr><th>Response</th><th>Percentage</th></tr><tr><td>No</td><td>20%</td></tr><tr><td>Yes</td><td>80%</td></tr></table>	Response	Percentage	No	20%	Yes	80%	80%		
Response	Percentage											
No	20%											
Yes	80%											
6	Received an appointment for a check-up or routine care for your child as soon they needed <small>Base=Those who made an appointment for their child and able to rate</small>	315	<table><tr><th>Response</th><th>Percentage</th></tr><tr><td>Never/Sometimes</td><td>9%</td></tr><tr><td>Usually</td><td>23%</td></tr><tr><td>Always</td><td>69%</td></tr></table>	Response	Percentage	Never/Sometimes	9%	Usually	23%	Always	69%	91%
Response	Percentage											
Never/Sometimes	9%											
Usually	23%											
Always	69%											
7	Number of times your child went to doctor's office or clinic to get health care <small>Base=Those answering</small>	421	<table><tr><th>Response</th><th>Percentage</th></tr><tr><td>None</td><td>12%</td></tr><tr><td>1-2 times</td><td>47%</td></tr><tr><td>3 or more times</td><td>41%</td></tr></table>	Response	Percentage	None	12%	1-2 times	47%	3 or more times	41%	88%
Response	Percentage											
None	12%											
1-2 times	47%											
3 or more times	41%											

¹n size=The number of FAMIS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

Children with Chronic Conditions

Discussion of Options/Care and Treatment

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²
				2013
8	Child's doctor talked about specific things you could do to prevent illness in your child <small>Base=Those whose child went to a doctor's office or clinic for health care and able to rate</small>	361	 100% 0% No Yes	79%
9	Child's doctors or other health providers answered your questions <small>Base=Those whose child went to a doctor's office or clinic for health care and able to rate</small>	361	 100% 0% Never/Sometimes Usually Always	92%
10	Talked about your child starting or stopping a prescription medicine <small>Base=Those whose child went to a doctor's office or clinic for health care and answering</small>	362	 100% 0% No Yes	52%
11	Talked about reasons you might want your child to take a prescription medicine <small>Base=Those whose child went to a doctor's office or clinic and talked with provider about their child starting or stopping a prescription medicine and able to rate</small>	186	 100% 0% Not at all A little Some A lot	88%
12	Talked about reasons you might NOT want your child to take a prescription medicine <small>Base=Those whose child went to a doctor's office or clinic and talked with provider about their child starting or stopping a prescription medicine and able to rate</small>	184	 100% 0% Not at all A little Some A lot	62%

¹n size=The number of FAMIS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

Children with Chronic Conditions

Discussion of Options/Care and Treatment (continued)

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²
				2013
13	<p>Asked what you thought was best for your child⁴</p> <p>Base=Those whose child went to a doctor's office or clinic and talked with provider about their child starting or stopping a prescription medicine and answering</p>	185	<p>A bar chart with a vertical axis from 0% to 100%. There are two bars: a brown bar for 'No' at 19% and a blue bar for 'Yes' at 81%.</p>	81%
15	<p>Got the care, tests or treatment your child needed</p> <p>Base=Those whose child went to a doctor's office or clinic for health care and able to rate</p>	363	<p>A bar chart with a vertical axis from 0% to 100%. There are three bars: a brown bar for 'Never/Sometimes' at 6%, a blue bar for 'Usually' at 22%, and a blue bar for 'Always' at 71%.</p>	94%

¹n size=The number of FAMIS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

Children with Chronic Conditions

Communication with Child's School/Daycare

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²
				2013
16	Child is enrolled in school or daycare <small>Base=Those answering</small>	425	<p>100% 81% 19% 0% No Yes</p>	81%
17	Needed doctors or other health providers to contact the school or daycare about your child's health or health care <small>Base=Those whose child is enrolled in any kind of school or daycare and answering</small>	328	<p>100% 82% 18% 0% No Yes</p>	18%
18	Received the help needed contacting child's school or daycare <small>Base=Those whose child is enrolled in school or daycare, needed doctors or other health providers to contact their child's school or daycare and answering</small>	58	<p>100% 88% 12% 0% No Yes</p>	88%

¹n size=The number of FAMIS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

Children with Chronic Conditions

Access to Special Medical Equipment or Devices

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²
				2013
19	Received or tried to get special medical equipment or devices for your child <small>Base=Those answering</small>	424	<p>A horizontal bar chart with a vertical axis from 0% to 100%. There are two bars: a brown bar for 'No' at 90% and a blue bar for 'Yes' at 10%.</p>	10%
20	Ease of getting special medical equipment for your child <small>Base=Those who got or tried to get special medical equipment or devices for their child and able to rate</small>	40	<p>A horizontal bar chart with a vertical axis from 0% to 100%. There are three bars: a brown bar for 'Never/Sometimes' at 20%, a blue bar for 'Usually' at 18%, and a blue bar for 'Always' at 62%.</p>	80%
21	Someone from child's health plan, doctor's office or clinic helped you with this problem <small>Base=Those who got or tried to get special medical equipment for their child and answering</small>	40	<p>A horizontal bar chart with a vertical axis from 0% to 100%. There are two bars: a brown bar for 'No' at 15% and a blue bar for 'Yes' at 85%.</p>	85%

¹n size=The number of FAMIS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

Children with Chronic Conditions

Access to Special Therapy

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²
				2013
22	Received or tried to get special therapy for your child <small>Base=Those answering</small>	423	<p>100% 86% 14% 0% No Yes</p>	14%
23	Ease of getting special therapy for your child <small>Base=Those who got or tried to get special therapy for their child and able to rate</small>	60	<p>100% 27% 12% 62% 0% Never/Sometimes Usually Always</p>	73%
24	Someone from child's health plan, doctor's office or clinic helped you with this problem <small>Base=Those who got or tried to get special therapy for their child and answering</small>	60	<p>100% 35% 65% 0% No Yes</p>	65%

¹n size=The number of FAMIS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

Children with Chronic Conditions

Access to Treatment or Counseling

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²
				2013
25	Received or tried to get treatment or counseling for your child <small>Base=Those answering</small>	425	<p>A bar chart with a vertical axis from 0% to 100%. The 'No' bar is orange and reaches 70%. The 'Yes' bar is blue and reaches 30%.</p>	30%
26	Ease of getting treatment or counseling for your child <small>Base=Those who got or tried to get treatment or counseling for their child and able to rate</small>	125	<p>A bar chart with a vertical axis from 0% to 100%. The 'Never/Sometimes' bar is orange and reaches 26%. The 'Usually' bar is blue and reaches 15%. The 'Always' bar is blue and reaches 59%.</p>	74%
27	Someone from child's health plan, doctor's office or clinic helped you with this problem <small>Base=Those who got or tried to get treatment or counseling for their child and answering</small>	124	<p>A bar chart with a vertical axis from 0% to 100%. The 'No' bar is orange and reaches 44%. The 'Yes' bar is blue and reaches 56%.</p>	56%

¹n size=The number of FAMIS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

Children with Chronic Conditions

Access to Multiple Providers or Services

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²
				2013
28	Child received care from more than one kind of health care provider or used more than one kind of health care service <small>Base=Those answering</small>	421	<p>A bar chart with a vertical axis from 0% to 100%. The 'No' bar is orange and reaches 60%. The 'Yes' bar is blue and reaches 40%.</p>	40%
29	Received help coordinating child's care among different providers or services <small>Base=Those whose child got care from more than one kind of health care provider or used more than one kind of health care service and answering</small>	161	<p>A bar chart with a vertical axis from 0% to 100%. The 'No' bar is orange and reaches 40%. The 'Yes' bar is blue and reaches 60%.</p>	60%

¹n size=The number of FAMIS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

Children with Chronic Conditions

Personal Doctor

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²
				2013
30	Child has a personal doctor <small>Base=Those answering</small>	428	<p>100% 0% 5% 95% No Yes</p>	95%
31	Number of visits to personal doctor to get care for your child <small>Base=Those whose child has a personal doctor and answering</small>	386	<p>100% 0% 14% 56% 30% None 1-2 times 3 or more times</p>	86%
32	Child's doctor explained things about your child's health in a way that was easy to understand <small>Base=Those who visited their personal doctor and able to rate</small>	332	<p>100% 0% 4% 12% 84% Never/Sometimes Usually Always</p>	96%
33	Child's doctor listened carefully to you <small>Base=Those who visited their personal doctor and able to rate</small>	331	<p>100% 0% 3% 12% 85% Never/Sometimes Usually Always</p>	97%
34	Child's doctor showed respect for what you had to say <small>Base=Those who visited their personal doctor and able to rate</small>	332	<p>100% 0% 5% 9% 85% Never/Sometimes Usually Always</p>	95%

¹n size=The number of FAMIS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

Children with Chronic Conditions

Personal Doctor (continued)

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²
				2013
35	Child is able to talk with doctors about his/her health care <small>Base=Those whose child visited their personal doctor and answering</small>	329	<p>100% 0% No Yes 18% 82%</p>	82%
36	Child's doctor explained things in a way your child could understand <small>Base=Those whose child visited their personal doctor, was able to talk with doctors about his/her health care and able to rate</small>	267	<p>100% 0% Never/Sometimes Usually Always 9% 18% 73%</p>	91%
37	Child's doctor spent enough time with your child <small>Base=Those whose child visited their personal doctor and able to rate</small>	331	<p>100% 0% Never/Sometimes Usually Always 8% 19% 74%</p>	92%
38	Child's doctor talked with you about how your child is feeling, growing or behaving <small>Base=Those whose child visited their personal doctor and answering</small>	332	<p>100% 0% No Yes 14% 86%</p>	86%

¹n size=The number of FAMIS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

Children with Chronic Conditions

Coordination of Care

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²
				2013
39	<p>Got care for your child from doctor or other health provider besides personal doctor</p> <p>Base=Those whose child visited their personal doctor and answering</p>	330	<p>100% 0% No Yes</p>	58%
40	<p>How often child's personal doctor seemed informed and up-to-date about care received from other providers</p> <p>Base=Those whose child visited their personal doctor and has received care from other providers and able to rate</p>	188	<p>100% 0% Never/Sometimes Usually Always</p>	81%

¹n size=The number of FAMIS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

Children with Chronic Conditions

Treatment of Behavioral Health Conditions

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²
				2013
42	<p>Child had medical, behavioral or other health conditions that have lasted for more than 3 months</p> <p>Base=Those whose child has a personal doctor and answering</p>	386	<p>A horizontal bar chart with a y-axis from 0% to 100%. The 'No' bar is orange and labeled 31%. The 'Yes' bar is blue and labeled 69%.</p>	69%
43	<p>Child's personal doctor understands how conditions affect child's day-to-day life</p> <p>Base=Those whose child has any medical, behavioral or other health conditions that have lasted for more than 3 months and answering</p>	260	<p>A horizontal bar chart with a y-axis from 0% to 100%. The 'No' bar is orange and labeled 7%. The 'Yes' bar is blue and labeled 93%.</p>	93%
44	<p>Child's personal doctor understands how conditions affect family's day-to-day life</p> <p>Base=Those whose child has any medical, behavioral or other health conditions that have lasted for more than 3 months and answering</p>	261	<p>A horizontal bar chart with a y-axis from 0% to 100%. The 'No' bar is orange and labeled 10%. The 'Yes' bar is blue and labeled 90%.</p>	90%

¹n size=The number of FAMIS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

Children with Chronic Conditions

Access to Specialist

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²
				2013
45	Made appointment for your child to see a specialist <small>Base=Those answering</small>	427	<p>100% 0% No Yes</p>	39%
46	Got an appointment for your child to see a specialist as soon as you needed <small>Base=Those made an appointment for their child to see a specialist and able to rate</small>	165	<p>100% 0% Never/Sometimes Usually Always</p>	83%
47	Number of specialists child has seen <small>Base=Those made an appointment for their child to see a specialist and answering</small>	164	<p>100% 0% 3 or more 1-2 None</p>	5%

¹n size=The number of FAMIS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

Children with Chronic Conditions

Customer Service

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²
				2013
49	Got information or help from child's health plan's Customer Service <small>Base=Those answering</small>	425	<p>100% 0% No Yes 69% 31%</p>	31%
50	Received information or help needed from child's health plan's Customer Service <small>Base=Those who got information or help from Customer Service at their child's health plan and able to rate</small>	131	<p>100% 0% Never/Sometimes Usually Always 11% 29% 60%</p>	89%
51	Treated with courtesy and respect by child's health plan's Customer Service <small>Base=Those who got information or help from Customer Service at their child's health plan and able to rate</small>	131	<p>100% 0% Never/Sometimes Usually Always 5% 18% 78%</p>	95%
52	Received forms from your child's health plan to fill out <small>Base=Those answering</small>	420	<p>100% 0% No Yes 68% 32%</p>	32%

¹n size=The number of FAMIS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

Children with Chronic Conditions

Access to Prescription Medicine

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²
				2013
53	Forms from your child's health plan were easy to fill out <small>Base=Those who were given forms and able to rate</small>	131	<p>100% 0% Never/Sometimes Usually Always</p> <p>15% 28% 57%</p>	85%
55	Received or refilled a prescription for your child <small>Base=Those answering</small>	425	<p>100% 0% No Yes</p> <p>18% 82%</p>	82%
56	Easy to get prescription medicines for your child <small>Base=Those who got a prescription or refilled a prescription for their child and able to rate</small>	343	<p>100% 0% Never/Sometimes Usually Always</p> <p>8% 21% 71%</p>	92%
57	Someone from child's health plan, doctor's office or clinic helped you with this problem <small>Base=Those who got a prescription or refilled a prescription for their child and answering</small>	337	<p>100% 0% No Yes</p> <p>44% 56%</p>	56%

¹n size=The number of FAMIS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

Children with Chronic Conditions

About the Child (CCC Survey-Based Screening Tool)

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²
				2013
60	Child currently needs or uses medicine prescribed by a doctor <small>Base = Those answering</small>	427	<p>A horizontal bar chart with a vertical axis from 0% to 100%. The 'No' bar is orange and represents 17%. The 'Yes' bar is blue and represents 83%.</p>	83%
61	Because of any medical, behavioral or other health condition <small>Base = Those whose child currently needs or uses medicine prescribed by a doctor and answering</small>	350	<p>A horizontal bar chart with a vertical axis from 0% to 100%. The 'No' bar is black and represents 3%. The 'Yes' bar is blue and represents 97%.</p>	97%
62	Condition has lasted or is expected to last for at least 12 months <small>Base = Those whose child currently needs or uses medicine prescribed by a doctor because of medical, behavioral or other health conditions and answering</small>	338	<p>A horizontal bar chart with a vertical axis from 0% to 100%. The 'No' bar is black and represents 1%. The 'Yes' bar is blue and represents 99%.</p>	99%

¹n size=The number of FAMIS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

Children with Chronic Conditions

About the Child (CCC Survey-Based Screening Tool) (continued)

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²
				2013
63	Child currently needs or uses more medical care, mental health or educational services than is usual for most children of the same age <small>Base = Those answering</small>	425	<p>A horizontal bar chart with a y-axis from 0% to 100%. The 'No' bar is orange and represents 56%. The 'Yes' bar is blue and represents 44%.</p>	44%
64	Because of any medical, behavioral or other health condition <small>Base = Those whose child needs or uses more medical care, mental health or educational services than is usual for most children of the same age and answering</small>	188	<p>A horizontal bar chart with a y-axis from 0% to 100%. The 'No' bar is very short, representing 1%. The 'Yes' bar is blue and represents 99%.</p>	99%
65	Condition has lasted or is expected to last for at least 12 months <small>Base = Those whose child needs or uses more services than is usual for most children of the same age because of medical, behavioral or other health conditions and answering</small>	183	<p>A horizontal bar chart with a y-axis from 0% to 100%. The 'No' bar is very short, representing 2%. The 'Yes' bar is blue and represents 98%.</p>	98%

¹n size=The number of FAMIS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

Children with Chronic Conditions

About the Child (CCC Survey-Based Screening Tool) (continued)

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²
				2013
66	Child is limited or prevented in any way in his/her ability to do the things most children of the same age can do <small>Base = Those answering</small>	426	<p>A bar chart with a vertical axis from 0% to 100%. The 'No' bar is orange and reaches 75%. The 'Yes' bar is blue and reaches 25%.</p>	25%
67	Because of any medical, behavioral or other health condition <small>Base = Those whose child is limited or prevented in any way from doing the things most children of the same age can do and answering</small>	106	<p>A bar chart with a vertical axis from 0% to 100%. The 'No' bar is orange and reaches 6%. The 'Yes' bar is blue and reaches 94%.</p>	94%
68	Condition has lasted or is expected to last for at least 12 months <small>Base = Those whose child is limited or prevented in any way from doing the things most children of the same age can do because of medical, behavioral or other health conditions and answering</small>	100	<p>A bar chart with a vertical axis from 0% to 100%. The 'No' bar is orange and reaches 1%. The 'Yes' bar is blue and reaches 99%.</p>	99%

¹n size=The number of FAMIS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

Children with Chronic Conditions

About the Child (CCC Survey-Based Screening Tool) (continued)

#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²
				2013
69	Child needs or gets special therapy such as physical, occupational or speech therapy <small>Base = Those answering</small>	426	<p>100% 0% 82% 18% No Yes</p>	18%
70	Because of any medical, behavioral or other health condition <small>Base = Those whose child needs or gets special therapy such as physical, occupational or speech therapy and answering</small>	75	<p>100% 0% 23% 77% No Yes</p>	77%
71	Condition has lasted or is expected to last for at least 12 months <small>Base = Those whose child needs or gets special therapy because of medical, behavioral or other health conditions and answering</small>	58	<p>100% 0% 5% 95% No Yes</p>	95%

¹n size=The number of FAMIS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

Children with Chronic Conditions

About the Child (CCC Survey-Based Screening Tool) (continued)

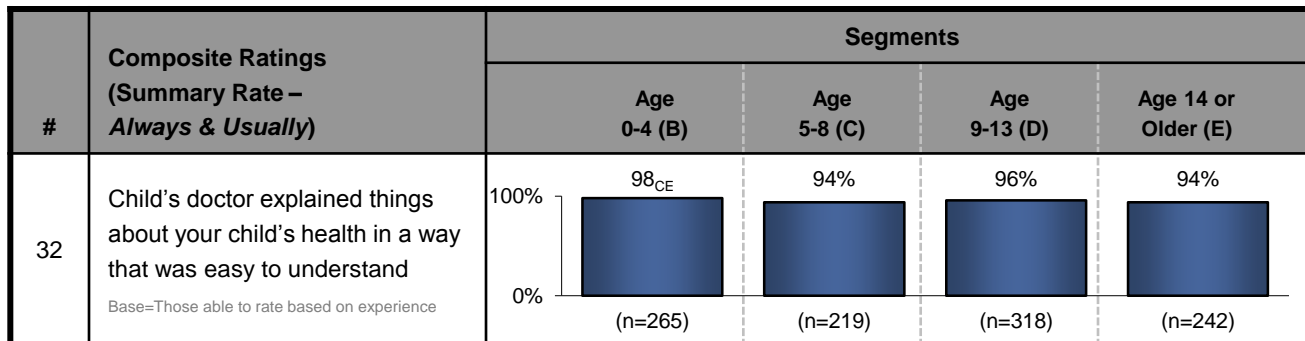
#	Question	n size ¹	Response Categories (Blue indicates inclusion in Summary Rate responses)	Summary Rate ²
				2013
72	Child has any kind of emotional, developmental or behavioral problem for which he/she needs or gets treatment or counseling <small>Base = Those answering</small>	425	<p>A horizontal bar chart with a vertical axis from 0% to 100%. The 'No' bar is orange and represents 61%. The 'Yes' bar is blue and represents 39%.</p>	39%
73	Problem has lasted or is expected to last for at least 12 months <small>Base = Those whose child has an emotional, developmental or behavioral problem for which he or she needs or gets treatment or counseling and answering</small>	163	<p>A horizontal bar chart with a vertical axis from 0% to 100%. The 'No' bar is orange and represents 3%. The 'Yes' bar is blue and represents 97%.</p>	97%

¹n size=The number of FAMIS respondents answering a particular question.

²Summary Rates most often represent the most favorable responses for that question.

FAMIS Segmentation Analysis

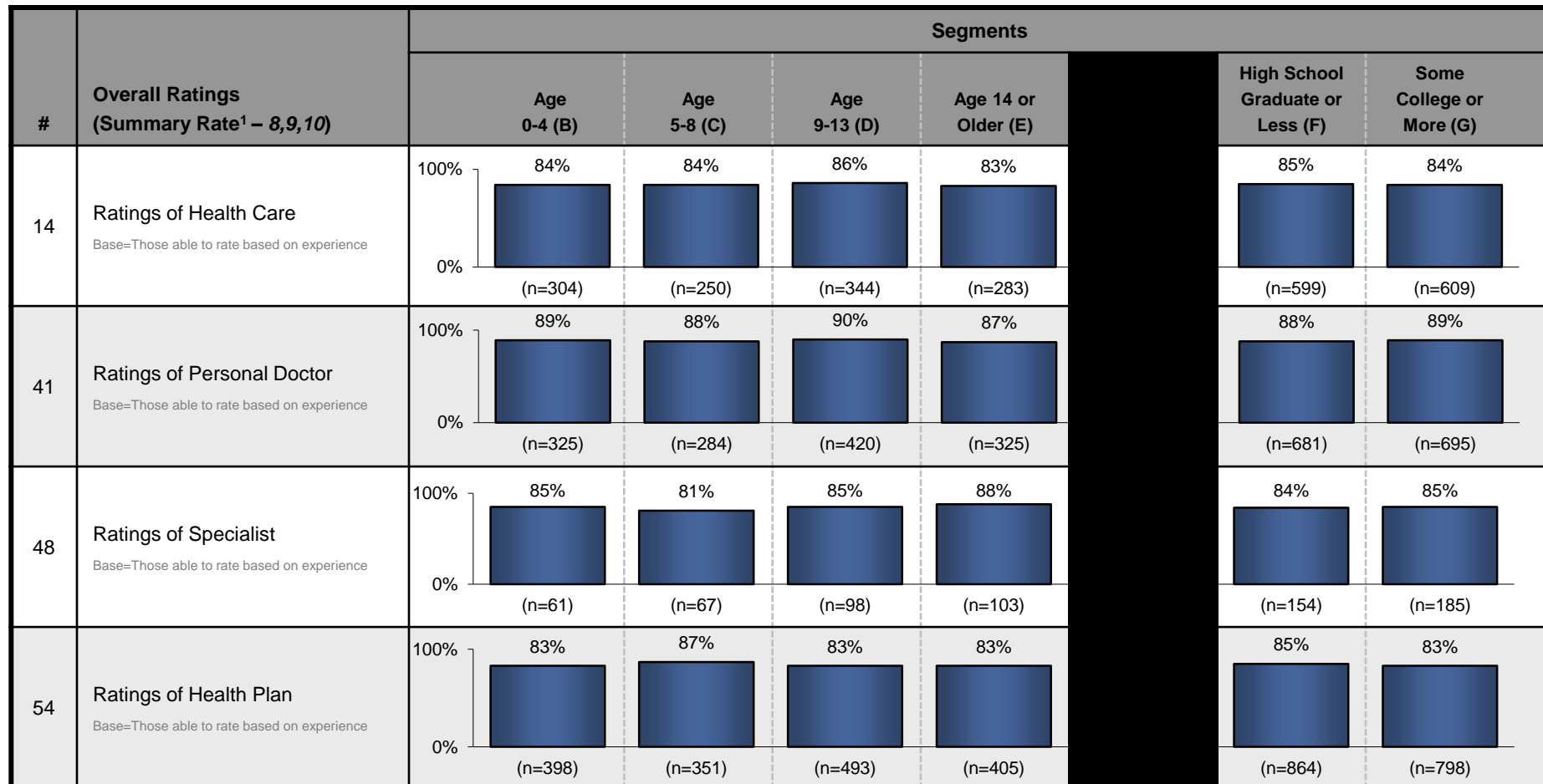
- The CAHPS® 5.0H Survey asks various demographic questions about the respondent. As part of the analysis, several of these questions have been cross-tabulated with the overall ratings, composite measures and their attributes. In doing this, it can be determined whether FAMIS is meeting the needs of a particular segment of the population.
- On the following pages, Summary Rates for overall ratings, composite measures and their attributes are analyzed by the following demographics:
 - Child's age (Q74)
 - Respondent's education (Q80)
 - Child's race (Q77)
 - Child's ethnicity (Q76)
 - Child's health status (Q58)
 - Method of completing survey (Mail or Telephone)
- In the example below, the Summary Rate for the attribute "Child's doctor explained things about your child's health in a way that was easy to understand" is the percentage of respondents who gave a rating of "Always" or "Usually". The interpretation would be that 98% of parents/guardians of children age 0-4 indicated their child's doctor always or usually explained things about their child's health in a way that was easy to understand, which is a statistically greater proportion than was found among parents/guardians of children age 5-8 (94%) or age 14 or older (94%).



Each segment is assigned a unique letter indicated in the column header. Significant differences at the 95% confidence level are shown through the use of these letters. A percentage that is significantly higher will have the lower percentage's letter next to it.

FAMIS Segmentation Analysis – General Population

2013 Virginia
FAMIS Child

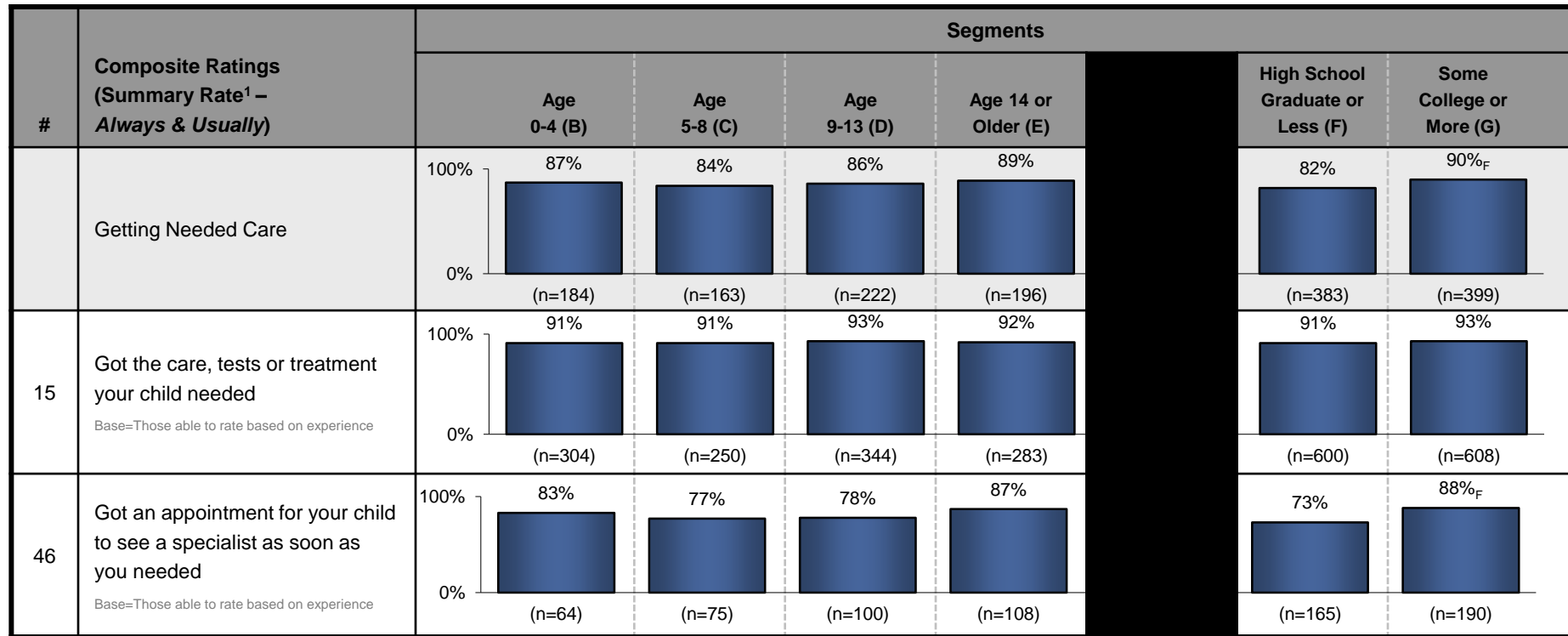


Each segment is assigned a unique letter indicated in the column header. Significant differences at the 95% confidence level are shown through the use of these letters. A percentage that is significantly higher will have the lower percentage's letter next to it.

¹Summary Rates most often represent the most favorable responses for that question and are defined by the HEDIS 2013 CAHPS® 5.0H guidelines.

FAMIS Segmentation Analysis – General Population (continued)

2013 Virginia
FAMIS Child

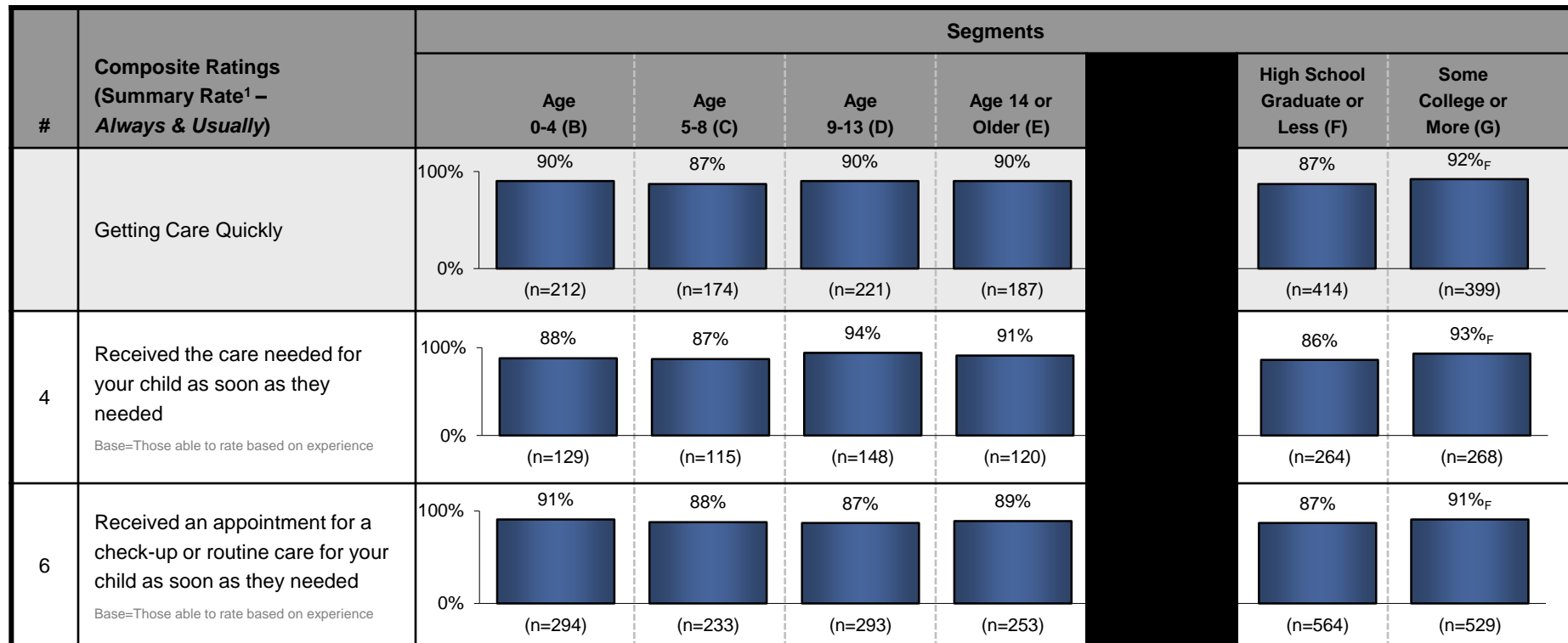


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¹Summary Rates most often represent the most favorable responses for that question and are defined by the HEDIS 2013 CAHPS® 5.0H guidelines.

FAMIS Segmentation Analysis – General Population (continued)

2013 Virginia
FAMIS Child

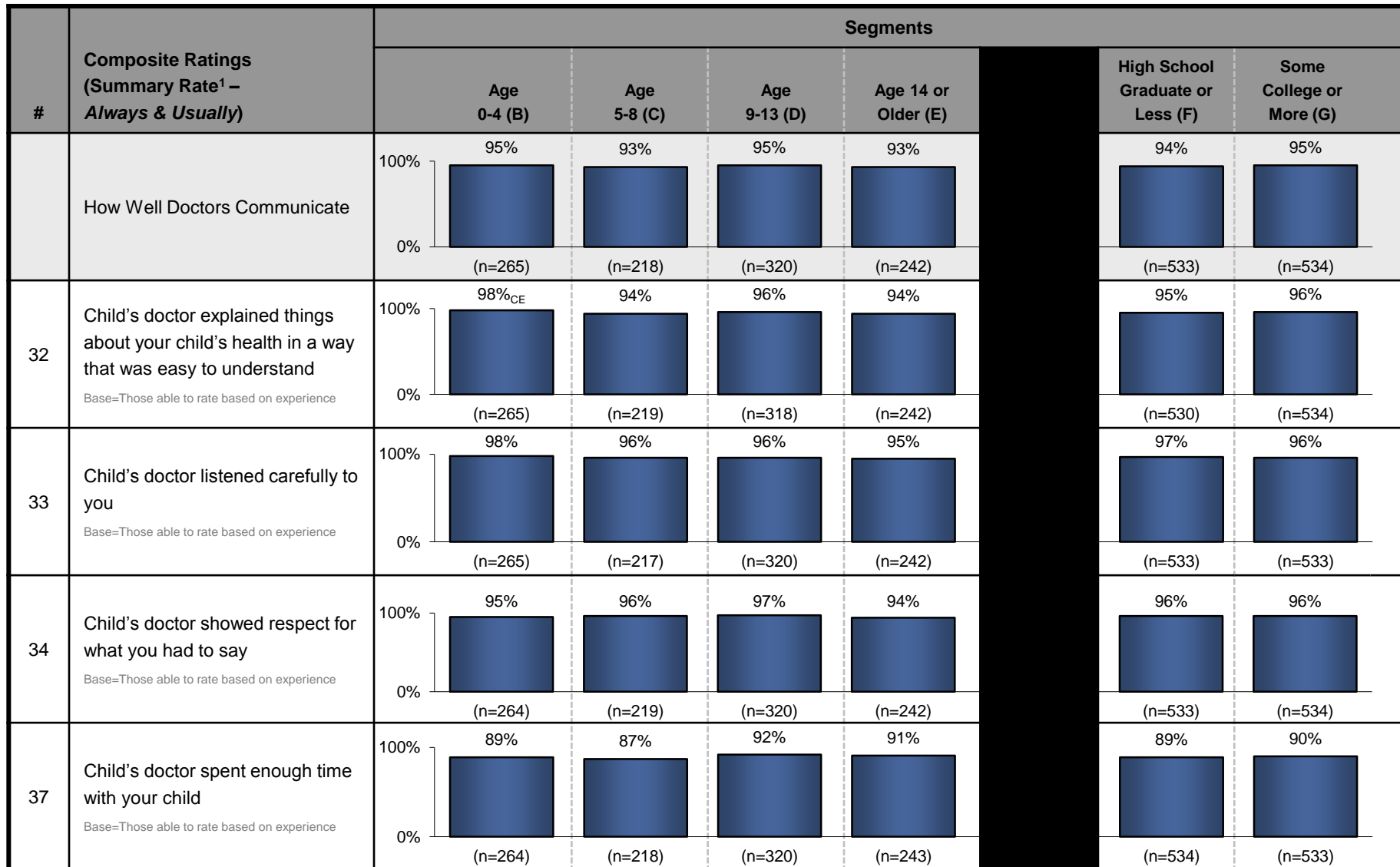


Each segment is assigned a unique letter indicated in the column header. Significant differences at the 95% confidence level are shown through the use of these letters. A percentage that is significantly higher will have the lower percentage's letter next to it.

¹Summary Rates most often represent the most favorable responses for that question and are defined by the HEDIS 2013 CAHPS® 5.0H guidelines.

FAMIS Segmentation Analysis – General Population (continued)

2013 Virginia
FAMIS Child



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¹Summary Rates most often represent the most favorable responses for that question and are defined by the HEDIS 2013 CAHPS® 5.0H guidelines.

FAMIS Segmentation Analysis – General Population (continued)

2013 Virginia
FAMIS Child

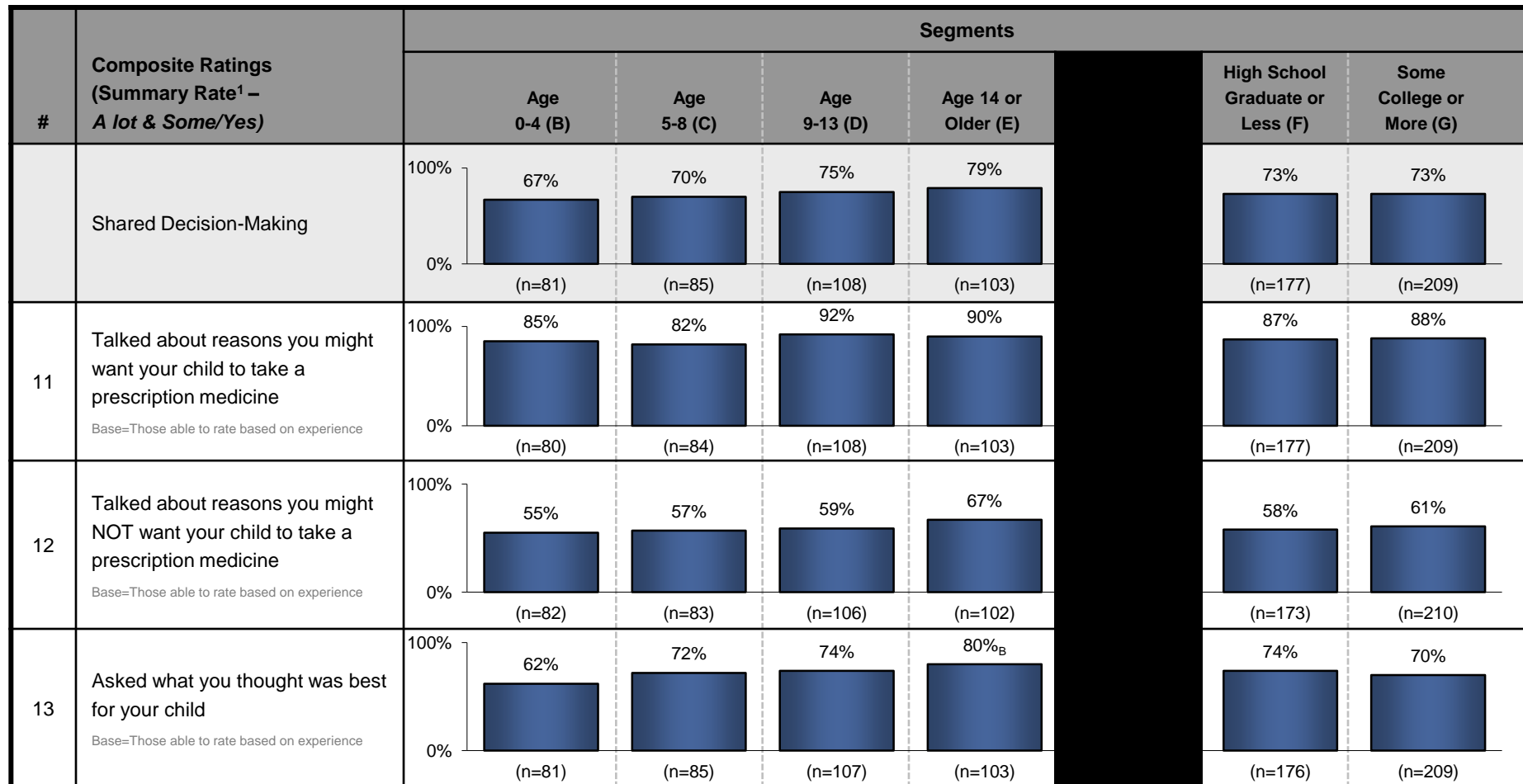
#	Composite Ratings (Summary Rate ¹ – <i>Always & Usually</i>)	Segments							
							High School Graduate or Less (F)	Some College or More (G)	
		Age 0-4 (B)	Age 5-8 (C)	Age 9-13 (D)	Age 14 or Older (E)				
	Customer Service	<div><div></div><div>100%</div><div>0%</div></div> <div>87%</div> <div>(n=102)</div>	<div><div></div><div>100%</div><div>0%</div></div> <div>90%</div> <div>(n=86)</div>	<div><div></div><div>100%</div><div>0%</div></div> <div>91%</div> <div>(n=137)</div>	<div><div></div><div>100%</div><div>0%</div></div> <div>90%</div> <div>(n=108)</div>		<div><div></div><div>100%</div><div>0%</div></div> <div>87%</div> <div>(n=221)</div>	<div><div></div><div>100%</div><div>0%</div></div> <div>91%</div> <div>(n=220)</div>	
50	Received information or help needed from child's health plan's customer service <small>Base=Those able to rate based on experience</small>	<div><div></div><div>100%</div><div>0%</div></div> <div>81%</div> <div>(n=102)</div>	<div><div></div><div>100%</div><div>0%</div></div> <div>87%</div> <div>(n=87)</div>	<div><div></div><div>100%</div><div>0%</div></div> <div>86%</div> <div>(n=137)</div>	<div><div></div><div>100%</div><div>0%</div></div> <div>86%</div> <div>(n=108)</div>		<div><div></div><div>100%</div><div>0%</div></div> <div>83%</div> <div>(n=222)</div>	<div><div></div><div>100%</div><div>0%</div></div> <div>86%</div> <div>(n=220)</div>	
51	Treated with courtesy and respect by child's health plan's customer service <small>Base=Those able to rate based on experience</small>	<div><div></div><div>100%</div><div>0%</div></div> <div>92%</div> <div>(n=102)</div>	<div><div></div><div>100%</div><div>0%</div></div> <div>92%</div> <div>(n=85)</div>	<div><div></div><div>100%</div><div>0%</div></div> <div>95%</div> <div>(n=137)</div>	<div><div></div><div>100%</div><div>0%</div></div> <div>94%</div> <div>(n=107)</div>		<div><div></div><div>100%</div><div>0%</div></div> <div>91%</div> <div>(n=220)</div>	<div><div></div><div>100%</div><div>0%</div></div> <div>95%</div> <div>(n=219)</div>	

Each segment is assigned a unique letter indicated in the column header. Significant differences at the 95% confidence level are shown through the use of these letters. A percentage that is significantly higher will have the lower percentage's letter next to it.

¹Summary Rates most often represent the most favorable responses for that question and are defined by the HEDIS 2013 CAHPS® 5.0H guidelines.

FAMIS Segmentation Analysis – General Population (continued)

2013 Virginia
FAMIS Child

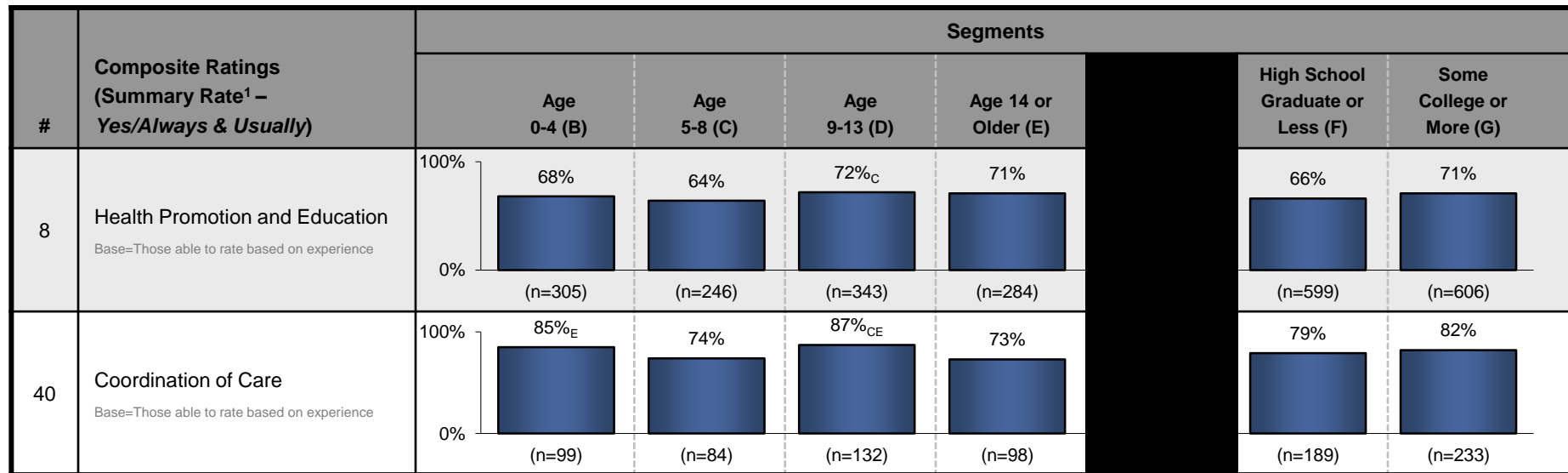


Each segment is assigned a unique letter indicated in the column header. Significant differences at the 95% confidence level are shown through the use of these letters. A percentage that is significantly higher will have the lower percentage's letter next to it.

¹Summary Rates most often represent the most favorable responses for that question and are defined by the HEDIS 2013 CAHPS® 5.0H guidelines.

FAMIS Segmentation Analysis – General Population (continued)

2013 Virginia
FAMIS Child

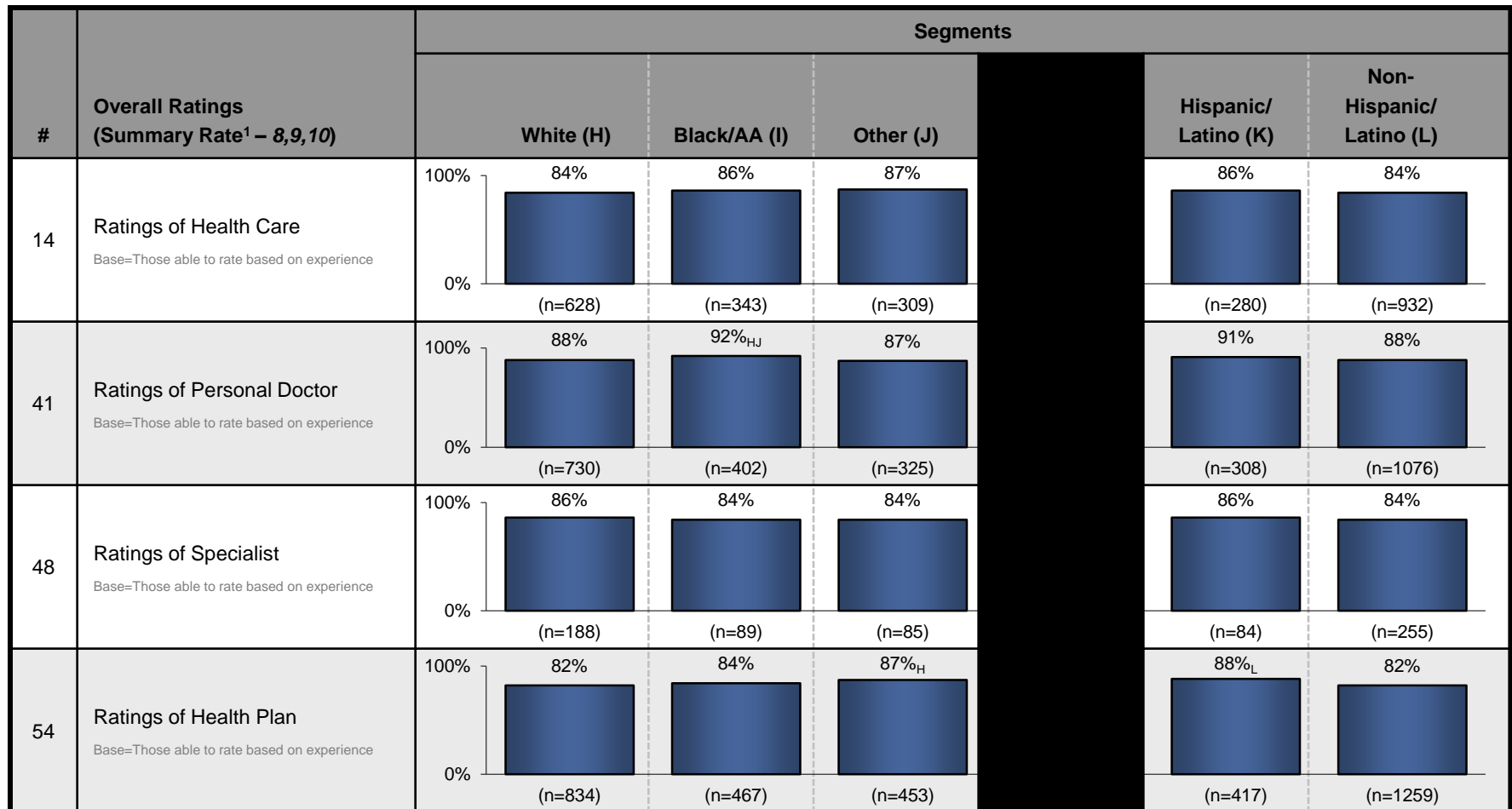


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¹Summary Rates most often represent the most favorable responses for that question and are defined by the HEDIS 2013 CAHPS® 5.0H guidelines.

FAMIS Segmentation Analysis – General Population (continued)

2013 Virginia
FAMIS Child

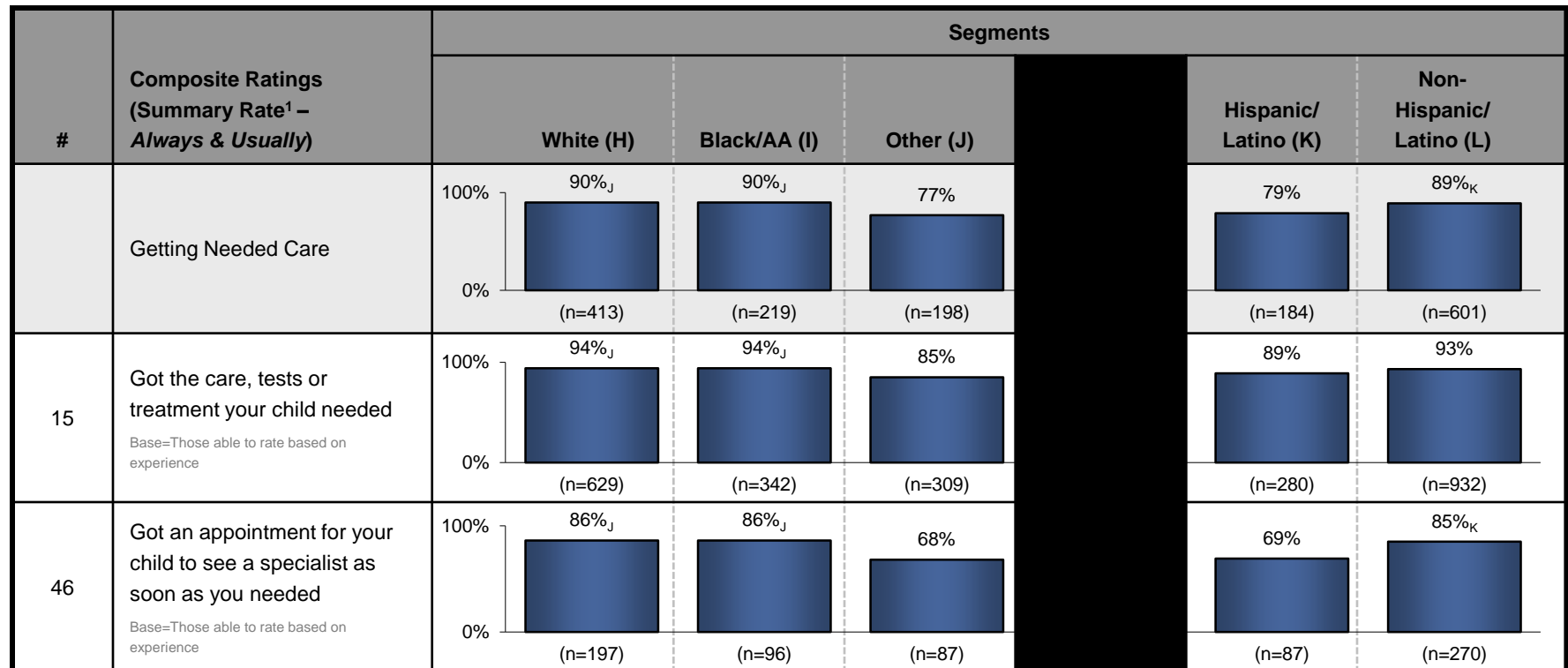


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FAMIS Segmentation Analysis – General Population (continued)

2013 Virginia
FAMIS Child

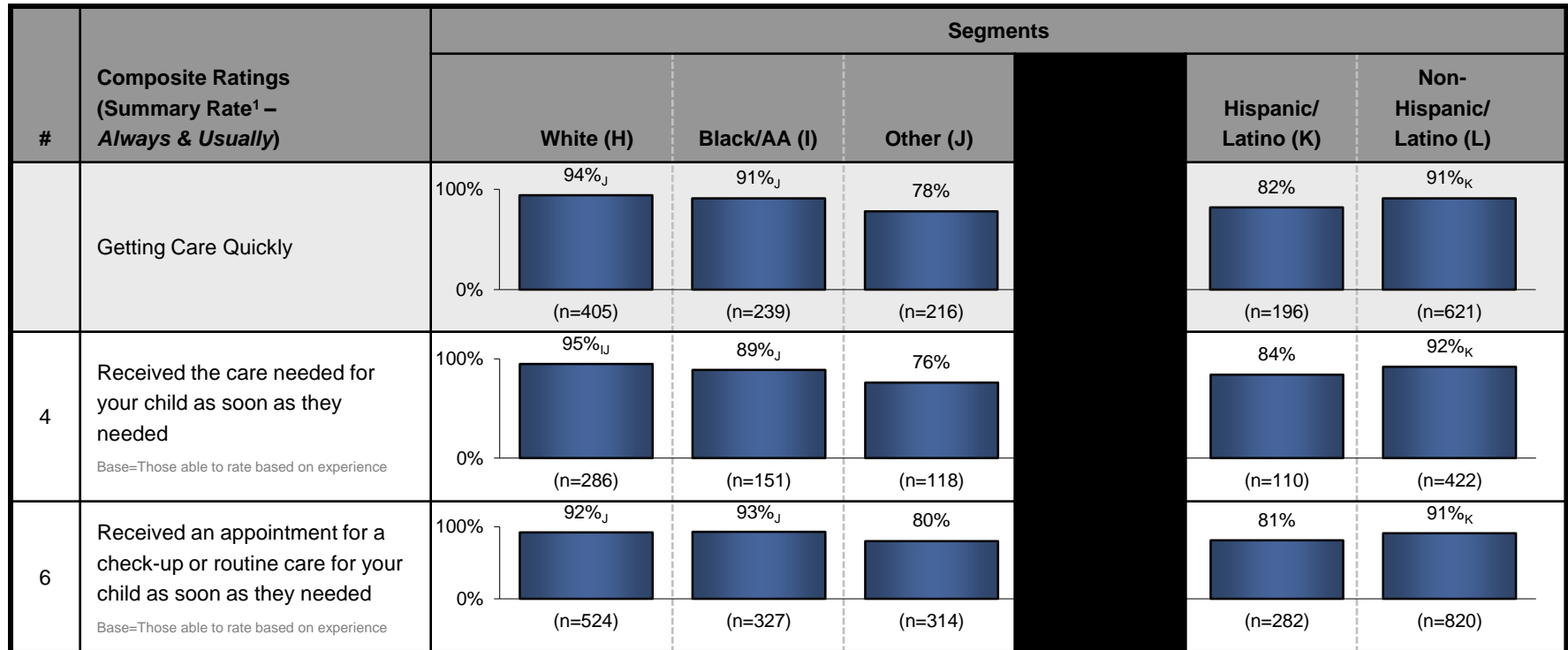


Each segment is assigned a unique letter indicated in the column header. Significant differences at the 95% confidence level are shown through the use of these letters. A percentage that is significantly higher will have the lower percentage's letter next to it.

¹Summary Rates most often represent the most favorable responses for that question and are defined by the HEDIS 2013 CAHPS® 5.0H guidelines.

FAMIS Segmentation Analysis – General Population (continued)

2013 Virginia
FAMIS Child

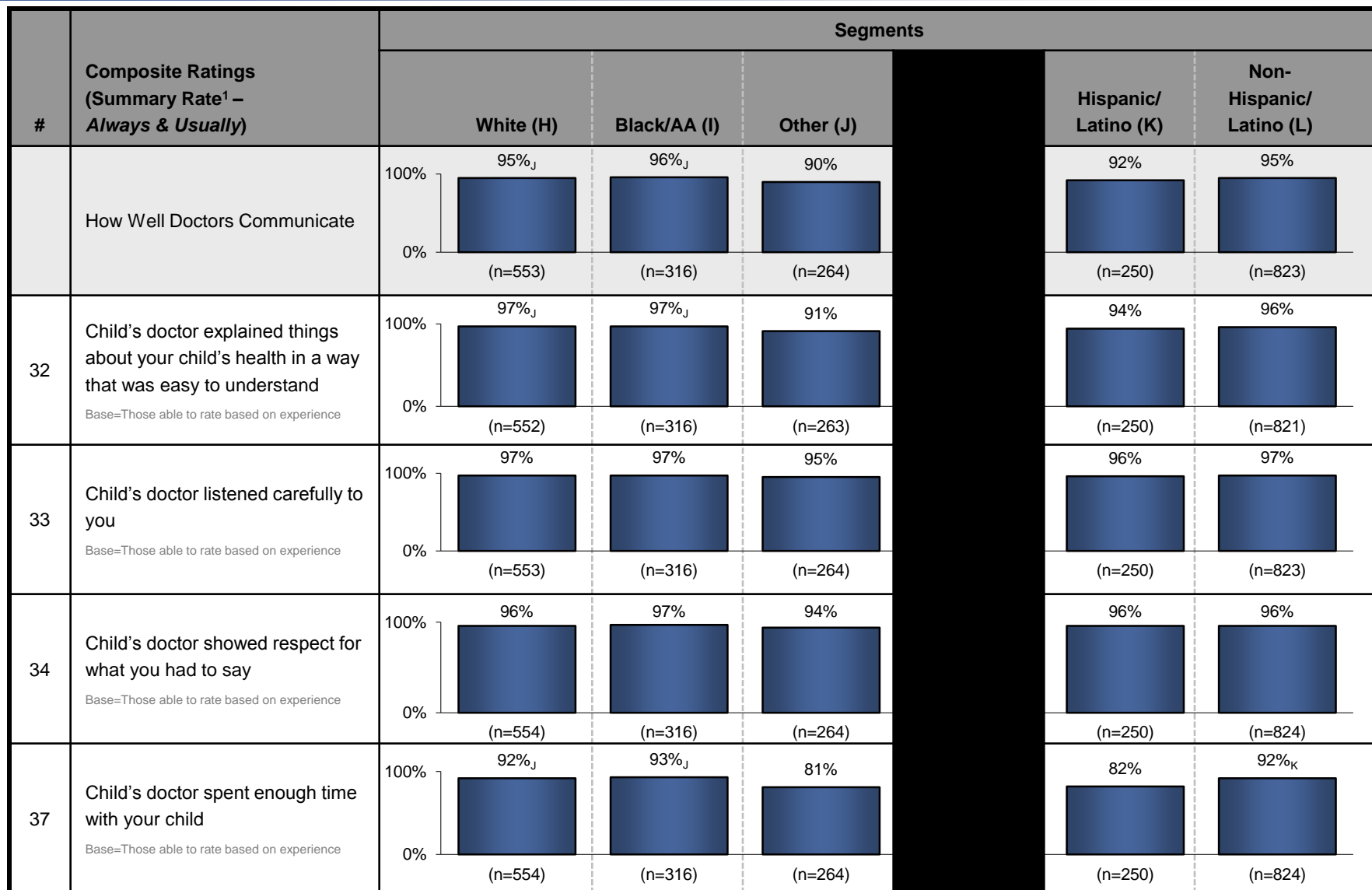


Each segment is assigned a unique letter indicated in the column header. Significant differences at the 95% confidence level are shown through the use of these letters. A percentage that is significantly higher will have the lower percentage's letter next to it.

¹Summary Rates most often represent the most favorable responses for that question and are defined by the HEDIS 2013 CAHPS® 5.0H guidelines.

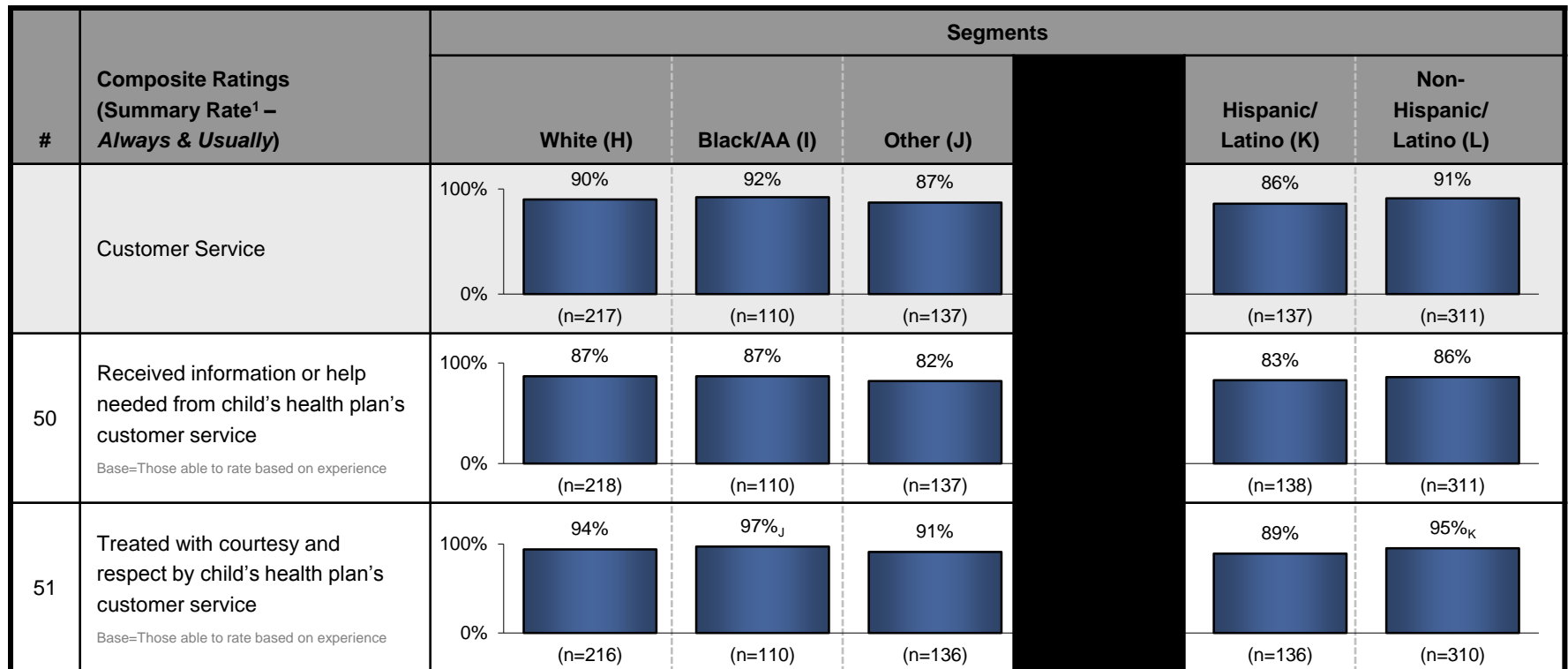
FAMIS Segmentation Analysis – General Population (continued)

2013 Virginia
FAMIS Child



Each segment is assigned a unique letter indicated in the column header. Significant differences at the 95% confidence level are shown through the use of these letters. A percentage that is significantly higher will have the lower percentage's letter next to it.

¹Summary Rates most often represent the most favorable responses for that question and are defined by the HEDIS 2013 CAHPS® 5.0H guidelines.

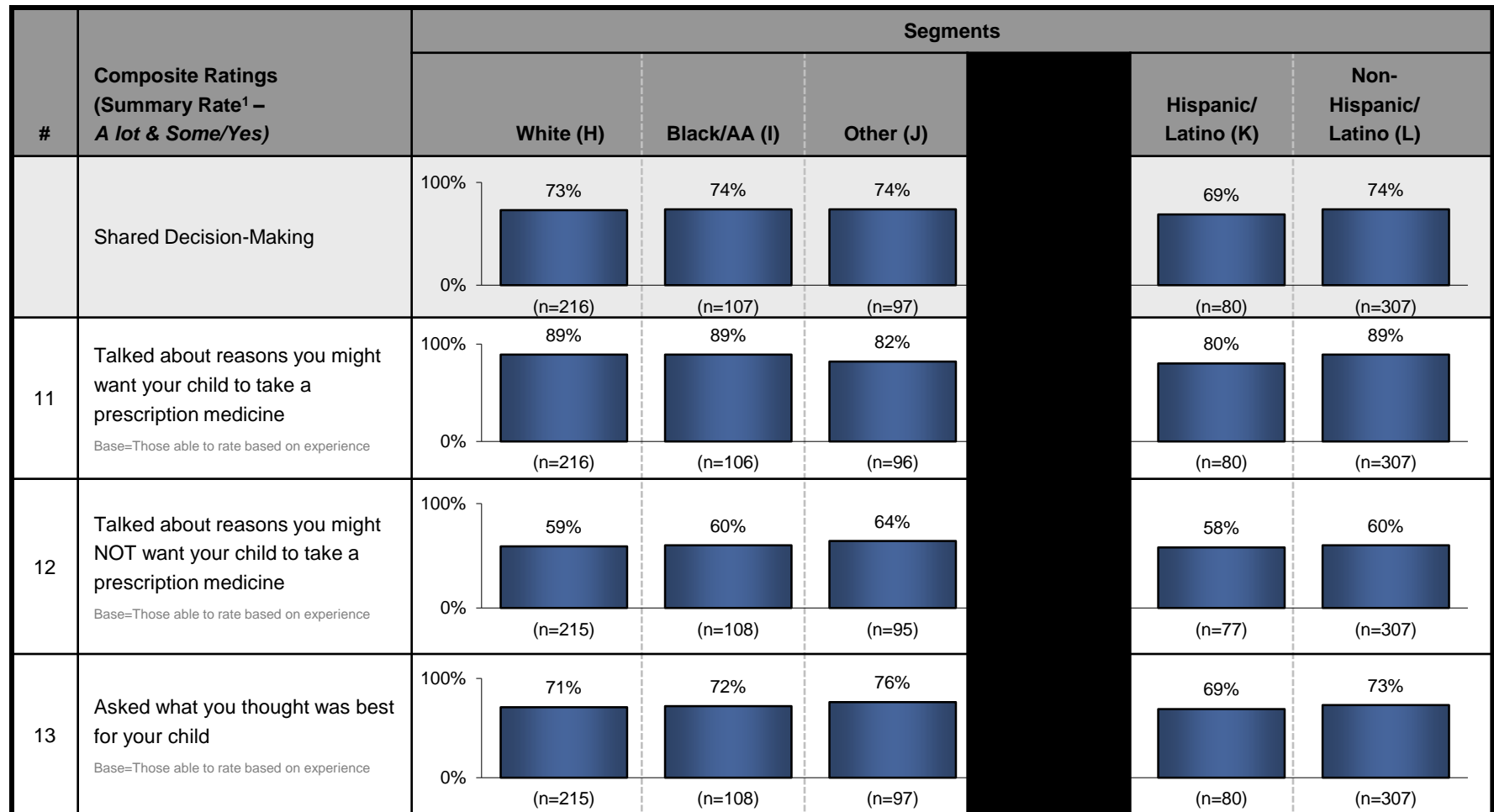


Each segment is assigned a unique letter indicated in the column header. Significant differences at the 95% confidence level are shown through the use of these letters. A percentage that is significantly higher will have the lower percentage's letter next to it.

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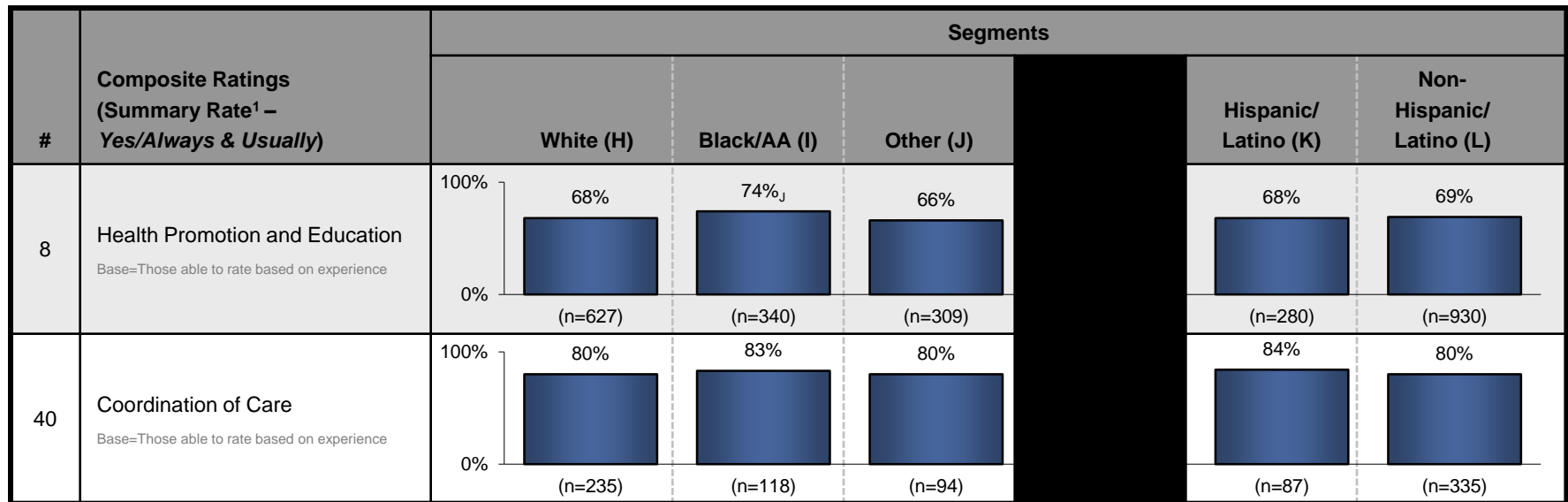
FAMIS Segmentation Analysis – General Population (continued)

2013 Virginia
FAMIS Child



Each segment is assigned a unique letter indicated in the column header. Significant differences at the 95% confidence level are shown through the use of these letters. A percentage that is significantly higher will have the lower percentage's letter next to it.

¹Summary Rates most often represent the most favorable responses for that question and are defined by the HEDIS 2013 CAHPS® 5.0H guidelines.

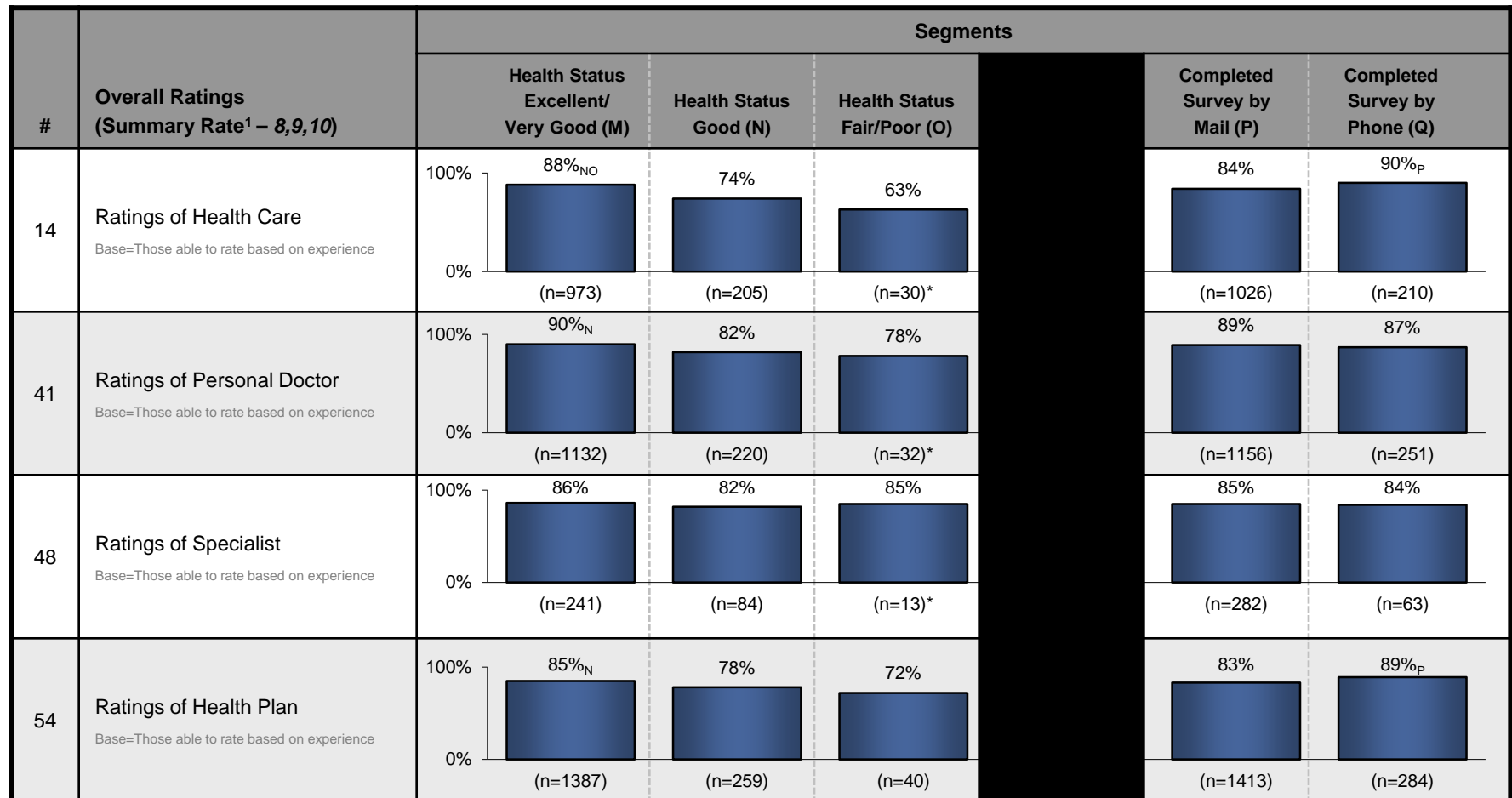


Each segment is assigned a unique letter indicated in the column header. Significant differences at the 95% confidence level are shown through the use of these letters. A percentage that is significantly higher will have the lower percentage's letter next to it.

¹Summary Rates most often represent the most favorable responses for that question and are defined by the HEDIS 2013 CAHPS® 5.0H guidelines.

FAMIS Segmentation Analysis – General Population (continued)

2013 Virginia
FAMIS Child



Each segment is assigned a unique letter indicated in the column header. Significant differences at the 95% confidence level are shown through the use of these letters. A percentage that is significantly higher will have the lower percentage's letter next to it.

¹Summary Rates most often represent the most favorable responses for that question and are defined by the HEDIS 2013 CAHPS® 5.0H guidelines.

*Caution: Small Base

FAMIS Segmentation Analysis – General Population (continued)

2013 Virginia
FAMIS Child

#	Composite Ratings (Summary Rate ¹ – <i>Always & Usually</i>)	Segments					
		Health Status Excellent/ Very Good (M)	Health Status Good (N)	Health Status Fair/Poor (O)		Completed Survey by Mail (P)	Completed Survey by Phone (Q)
	Getting Needed Care	<p>88%_N (n=612)</p>	<p>81% (n=147)</p>	<p>83% (n=23)*</p>		<p>86% (n=663)</p>	<p>85% (n=137)</p>
15	Got the care, tests or treatment your child needed <small>Base=Those able to rate based on experience</small>	<p>93%_N (n=974)</p>	<p>88% (n=205)</p>	<p>87% (n=30)*</p>		<p>92% (n=1026)</p>	<p>90% (n=210)</p>
46	Got an appointment for your child to see a specialist as soon as you needed <small>Base=Those able to rate based on experience</small>	<p>84% (n=250)</p>	<p>74% (n=88)</p>	<p>80% (n=15)*</p>		<p>81% (n=300)</p>	<p>81% (n=63)</p>

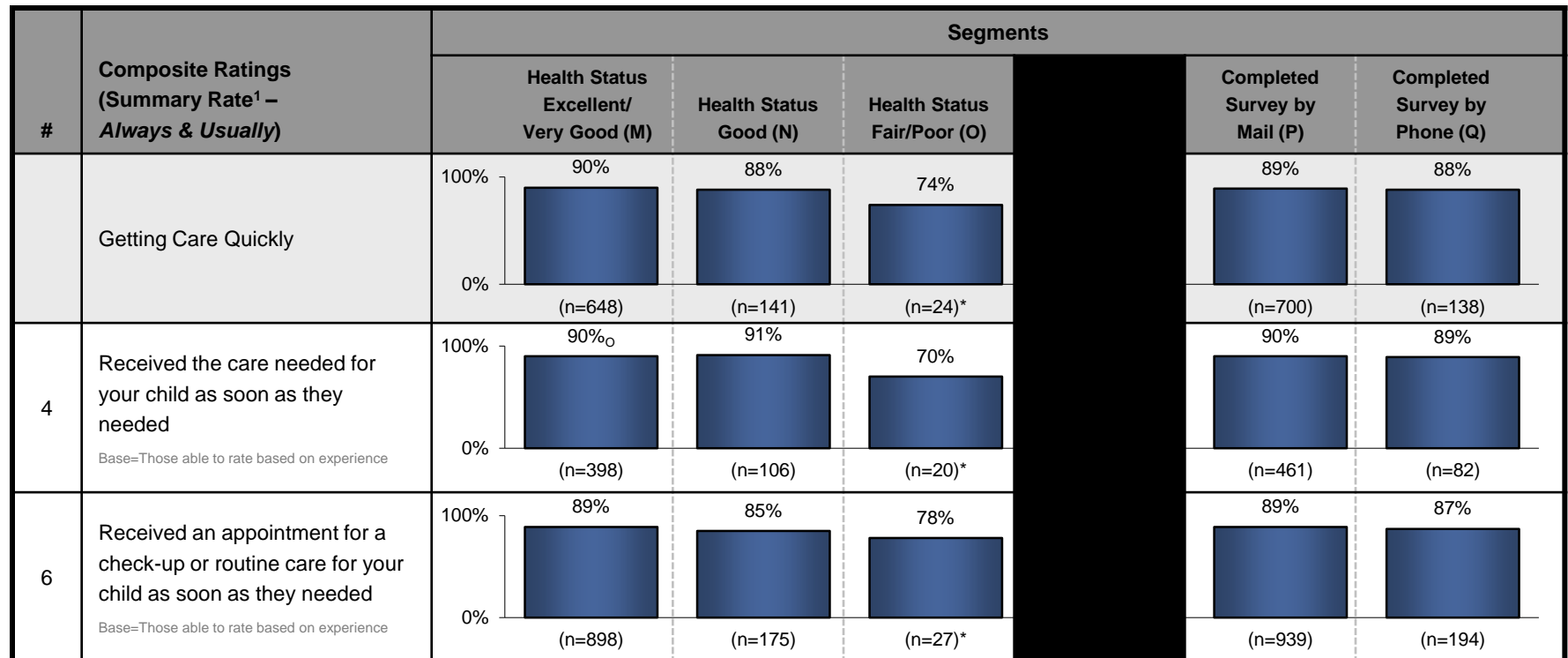
Each segment is assigned a unique letter indicated in the column header. Significant differences at the 95% confidence level are shown through the use of these letters. A percentage that is significantly higher will have the lower percentage's letter next to it.

¹Summary Rates most often represent the most favorable responses for that question and are defined by the HEDIS 2013 CAHPS® 5.0H guidelines.

*Caution: Small Base

FAMIS Segmentation Analysis – General Population (continued)

2013 Virginia
FAMIS Child



Each segment is assigned a unique letter indicated in the column header. Significant differences at the 95% confidence level are shown through the use of these letters. A percentage that is significantly higher will have the lower percentage's letter next to it.

¹Summary Rates most often represent the most favorable responses for that question and are defined by the HEDIS 2013 CAHPS® 5.0H guidelines.

*Caution: Small Base

FAMIS Segmentation Analysis – General Population (continued)

2013 Virginia
FAMIS Child

#	Composite Ratings (Summary Rate ¹ – <i>Always & Usually</i>)	Segments					
		Health Status Excellent/ Very Good (M)	Health Status Good (N)	Health Status Fair/Poor (O)		Completed Survey by Mail (P)	Completed Survey by Phone (Q)
	How Well Doctors Communicate	<div><div>100%</div><div>95%</div><div>0%</div><div>(n=859)</div></div>	<div><div>100%</div><div>92%</div><div>0%</div><div>(n=184)</div></div>	<div><div>100%</div><div>82%</div><div>0%</div><div>(n=29)*</div></div>		<div><div>100%</div><div>95%</div><div>0%</div><div>(n=901)</div></div>	<div><div>100%</div><div>93%</div><div>0%</div><div>(n=191)</div></div>
32	Child’s doctor explained things about your child’s health in a way that was easy to understand <small>Base=Those able to rate based on experience</small>	<div><div>100%</div><div>96%</div><div>0%</div><div>(n=856)</div></div>	<div><div>100%</div><div>93%</div><div>0%</div><div>(n=184)</div></div>	<div><div>100%</div><div>83%</div><div>0%</div><div>(n=29)*</div></div>		<div><div>100%</div><div>96%</div><div>0%</div><div>(n=899)</div></div>	<div><div>100%</div><div>93%</div><div>0%</div><div>(n=191)</div></div>
33	Child’s doctor listened carefully to you <small>Base=Those able to rate based on experience</small>	<div><div>100%</div><div>97%</div><div>0%</div><div>(n=860)</div></div>	<div><div>100%</div><div>96%</div><div>0%</div><div>(n=183)</div></div>	<div><div>100%</div><div>86%</div><div>0%</div><div>(n=28)*</div></div>		<div><div>100%</div><div>97%</div><div>0%</div><div>(n=901)</div></div>	<div><div>100%</div><div>96%</div><div>0%</div><div>(n=191)</div></div>
34	Child’s doctor showed respect for what you had to say <small>Base=Those able to rate based on experience</small>	<div><div>100%</div><div>97%</div><div>0%</div><div>(n=859)</div></div>	<div><div>100%</div><div>93%</div><div>0%</div><div>(n=184)</div></div>	<div><div>100%</div><div>83%</div><div>0%</div><div>(n=29)*</div></div>		<div><div>100%</div><div>96%</div><div>0%</div><div>(n=902)</div></div>	<div><div>100%</div><div>95%</div><div>0%</div><div>(n=191)</div></div>
37	Child’s doctor spent enough time with your child <small>Base=Those able to rate based on experience</small>	<div><div>100%</div><div>91%_N</div><div>0%</div><div>(n=860)</div></div>	<div><div>100%</div><div>85%</div><div>0%</div><div>(n=183)</div></div>	<div><div>100%</div><div>76%</div><div>0%</div><div>(n=29)*</div></div>		<div><div>100%</div><div>90%</div><div>0%</div><div>(n=903)</div></div>	<div><div>100%</div><div>87%</div><div>0%</div><div>(n=190)</div></div>

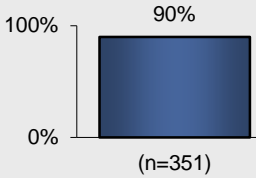
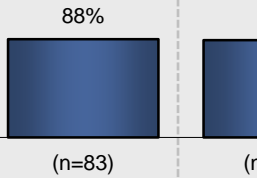
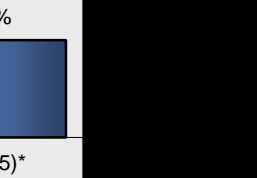
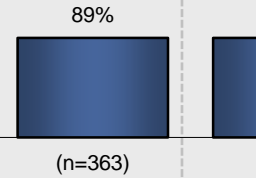
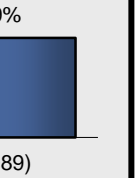
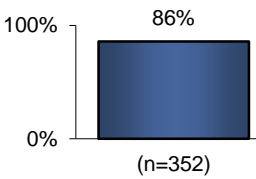
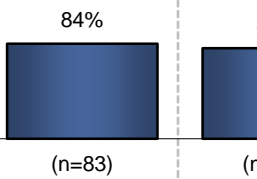
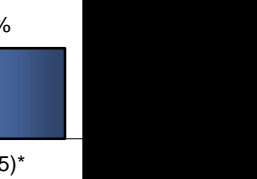
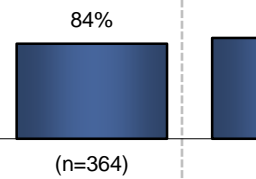
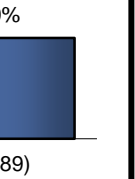
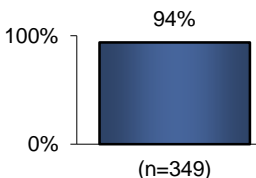
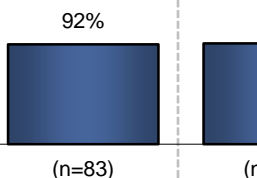

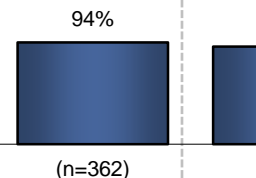
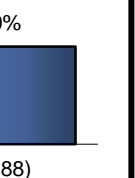
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*Caution: Small Base

FAMIS Segmentation Analysis – General Population (continued)

2013 Virginia
FAMIS Child

#	Composite Ratings (Summary Rate ¹ – Always & Usually)	Segments					
		Health Status Excellent/ Very Good (M)	Health Status Good (N)	Health Status Fair/Poor (O)		Completed Survey by Mail (P)	Completed Survey by Phone (Q)
	Customer Service	 <p>90% (n=351)</p>	 <p>88% (n=83)</p>	 <p>87% (n=15)*</p>		 <p>89% (n=363)</p>	 <p>89% (n=89)</p>
50	Received information or help needed from child's health plan's customer service <small>Base=Those able to rate based on experience</small>	 <p>86% (n=352)</p>	 <p>84% (n=83)</p>	 <p>80% (n=15)*</p>		 <p>84% (n=364)</p>	 <p>89% (n=89)</p>
51	Treated with courtesy and respect by child's health plan's customer service <small>Base=Those able to rate based on experience</small>	 <p>94% (n=349)</p>	 <p>92% (n=83)</p>	 <p>93% (n=15)*</p>		 <p>94% (n=362)</p>	 <p>90% (n=88)</p>

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*Caution: Small Base

FAMIS Segmentation Analysis – General Population (continued)

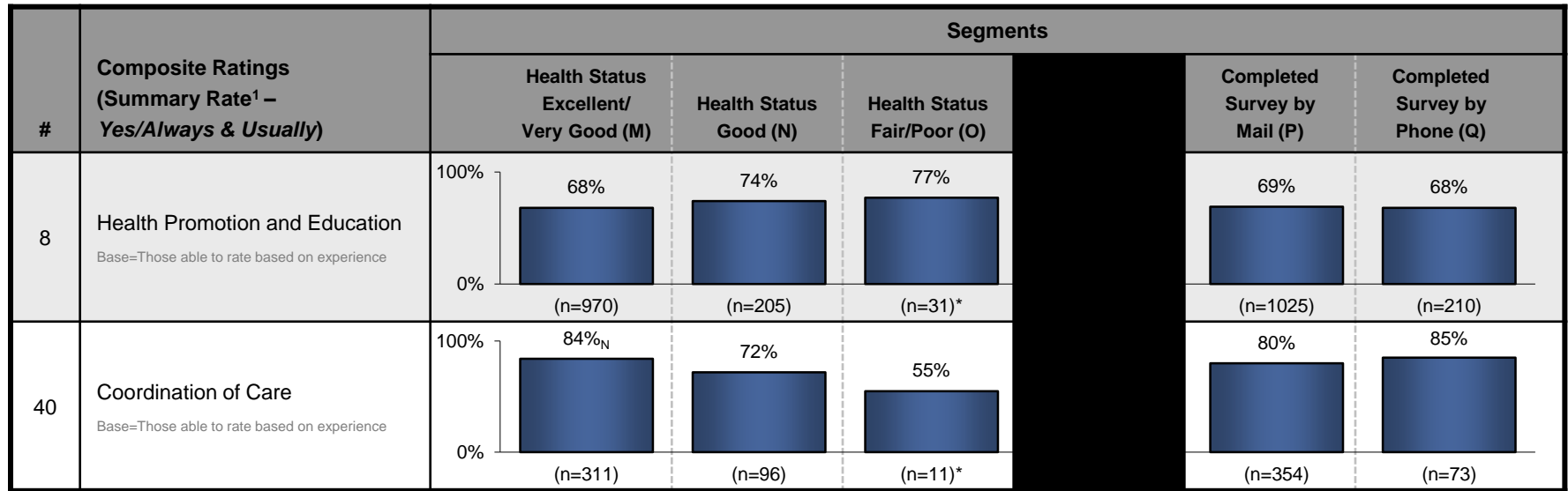
2013 Virginia
FAMIS Child

#	Composite Ratings (Summary Rate ¹ – A lot & Some/Yes)	Segments					
		Health Status Excellent/ Very Good (M)	Health Status Good (N)	Health Status Fair/Poor (O)		Completed Survey by Mail (P)	Completed Survey by Phone (Q)
	Shared Decision-Making	<p>73% (n=290)</p>	<p>73% (n=80)</p>	<p>79% (n=16)*</p>		<p>74% (n=326)</p>	<p>70% (n=68)</p>
11	Talked about reasons you might want your child to take a prescription medicine <small>Base=Those able to rate based on experience</small>	<p>87% (n=288)</p>	<p>84% (n=82)</p>	<p>100%^{MN} (n=16)*</p>		<p>89% (n=325)</p>	<p>80% (n=69)</p>
12	Talked about reasons you might NOT want your child to take a prescription medicine <small>Base=Those able to rate based on experience</small>	<p>59% (n=288)</p>	<p>60% (n=80)</p>	<p>69% (n=16)*</p>		<p>61% (n=322)</p>	<p>54% (n=68)</p>
13	Asked what you thought was best for your child <small>Base=Those able to rate based on experience</small>	<p>72% (n=292)</p>	<p>74% (n=78)</p>	<p>69% (n=16)*</p>		<p>71% (n=326)</p>	<p>75% (n=67)</p>

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*Caution: Small Base



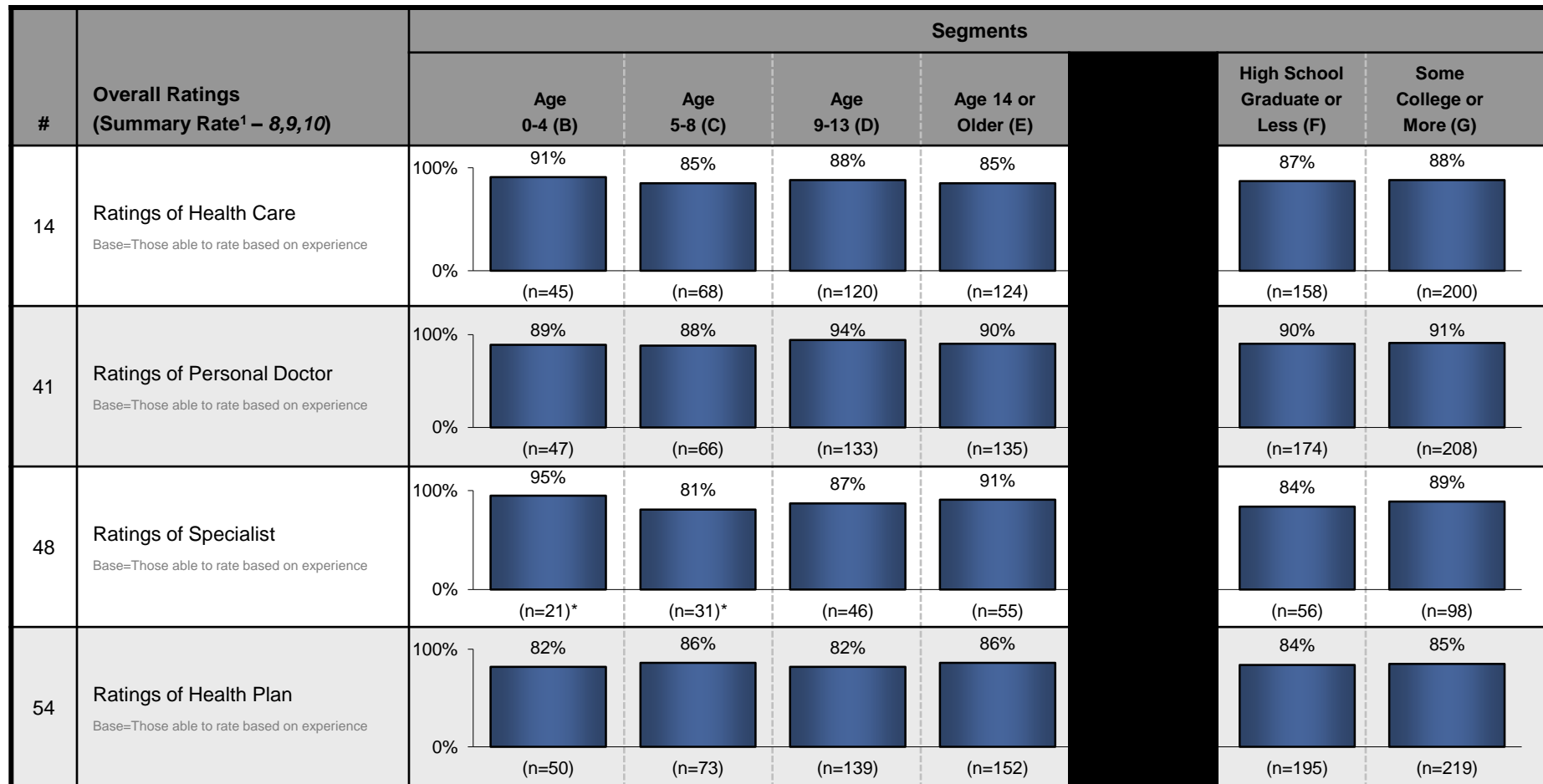
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FAMIS Segmentation Analysis – Children with Chronic Conditions

2013 Virginia
FAMIS Child



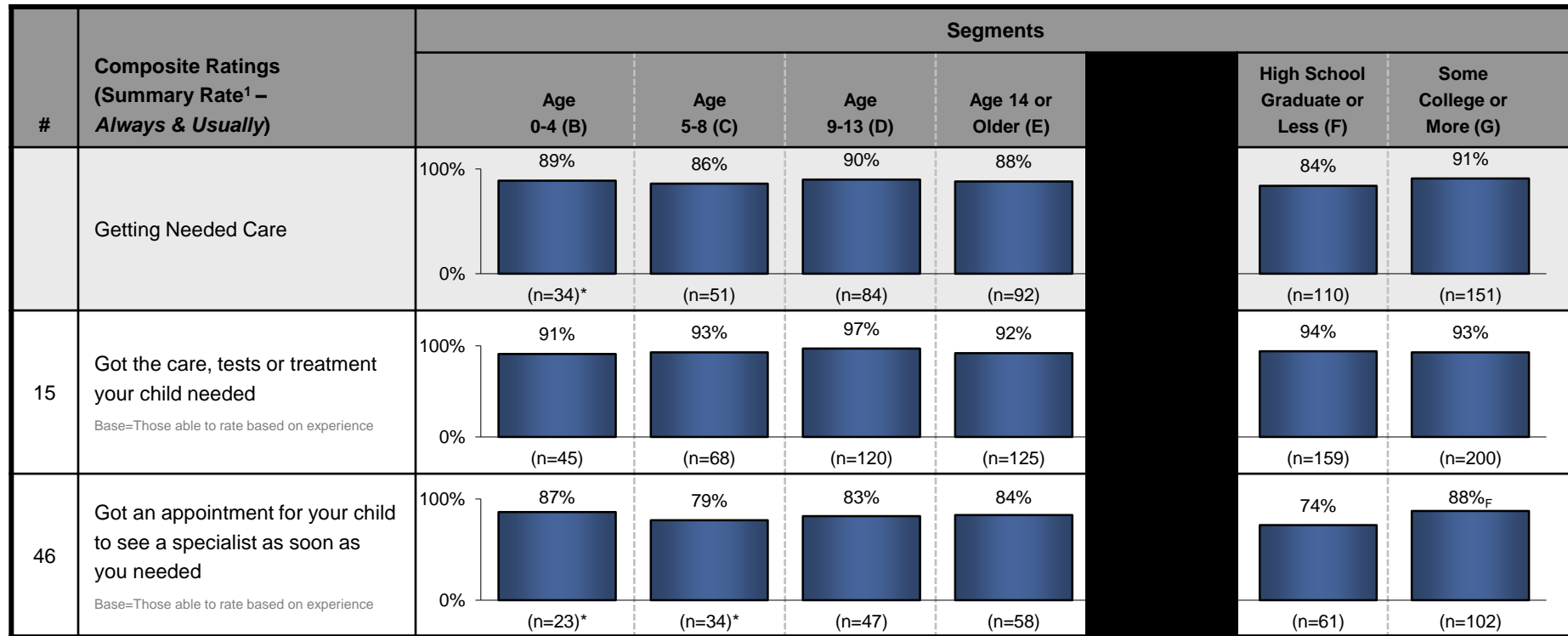
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FAMIS Segmentation Analysis – Children with Chronic Conditions (continued)

2013 Virginia
FAMIS Child



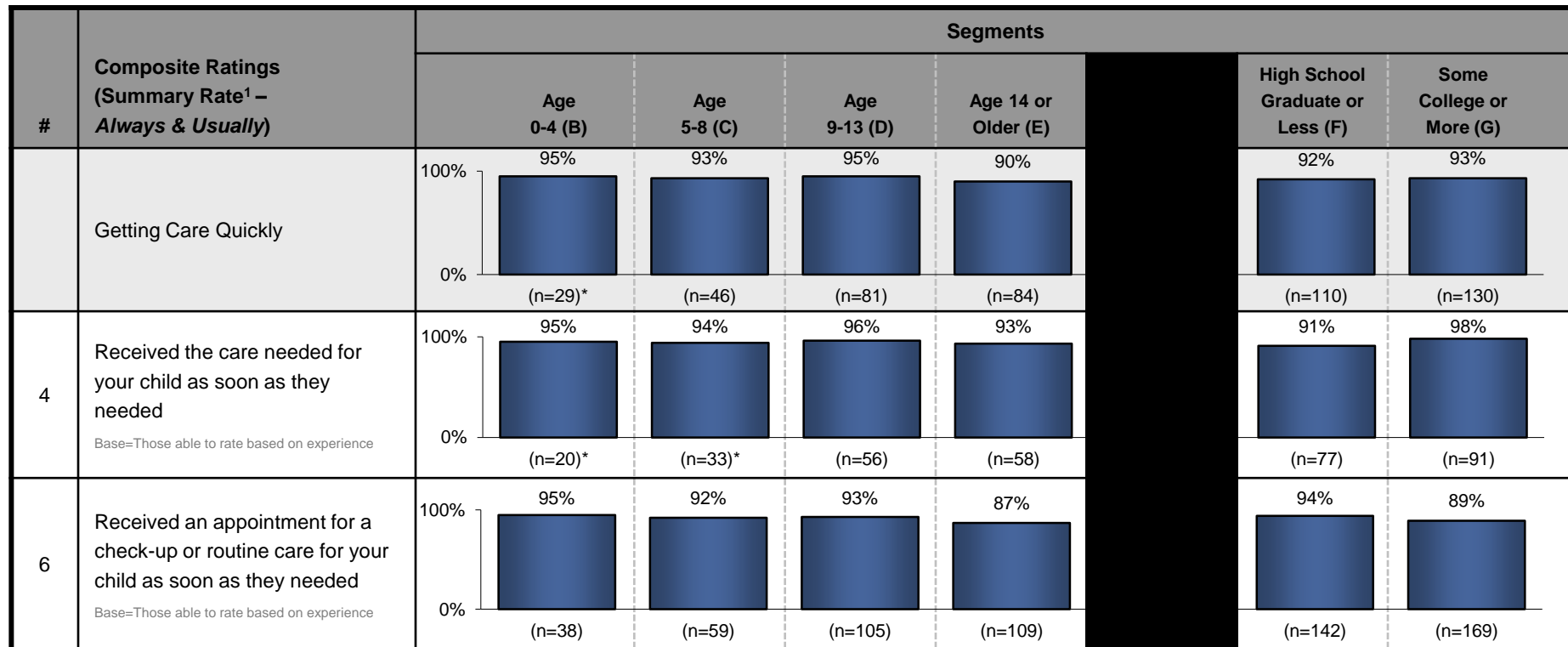
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FAMIS Segmentation Analysis – Children with Chronic Conditions (continued)

2013 Virginia
FAMIS Child



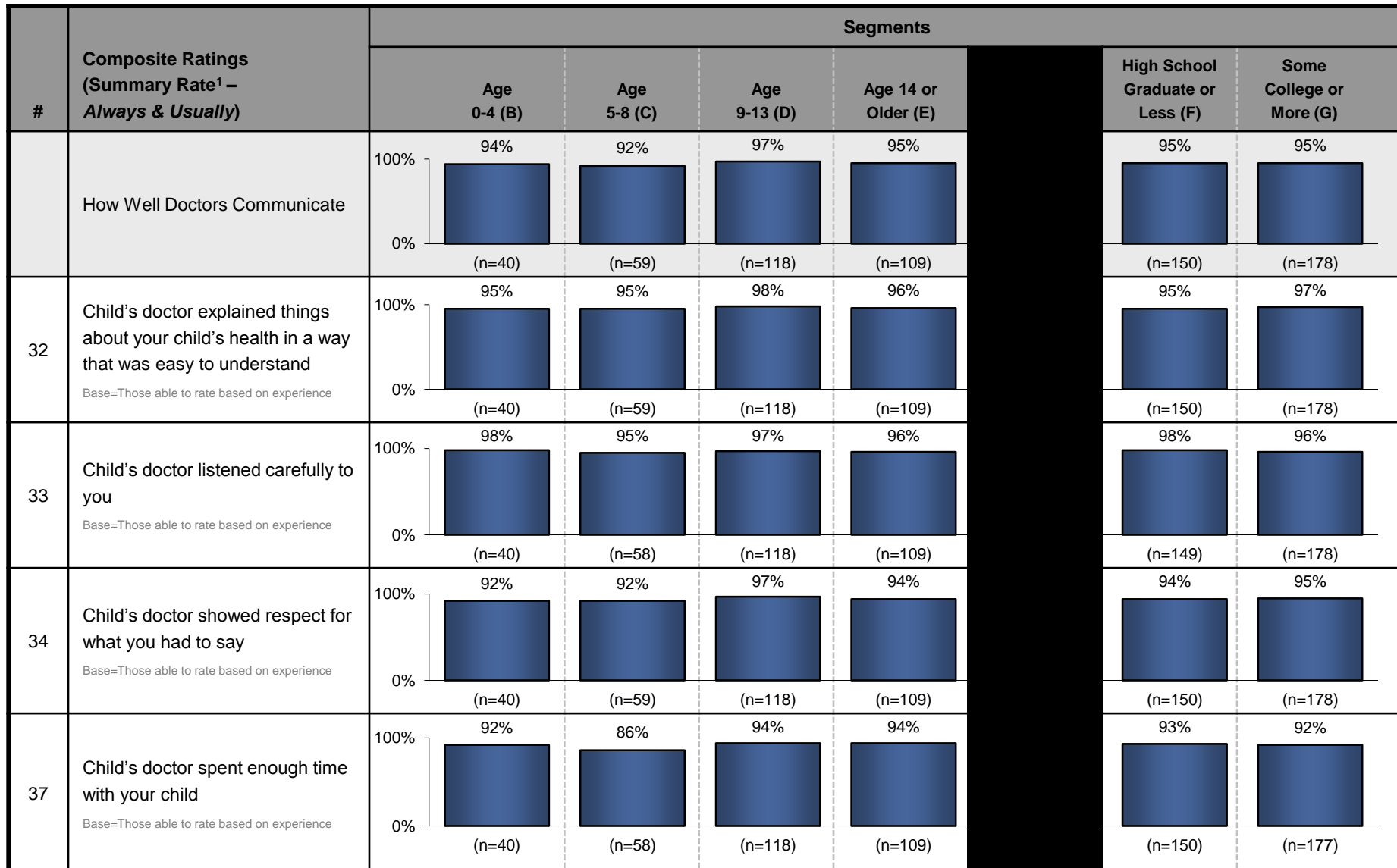
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*Caution: Small Base

FAMIS Segmentation Analysis – Children with Chronic Conditions (continued)

2013 Virginia
FAMIS Child

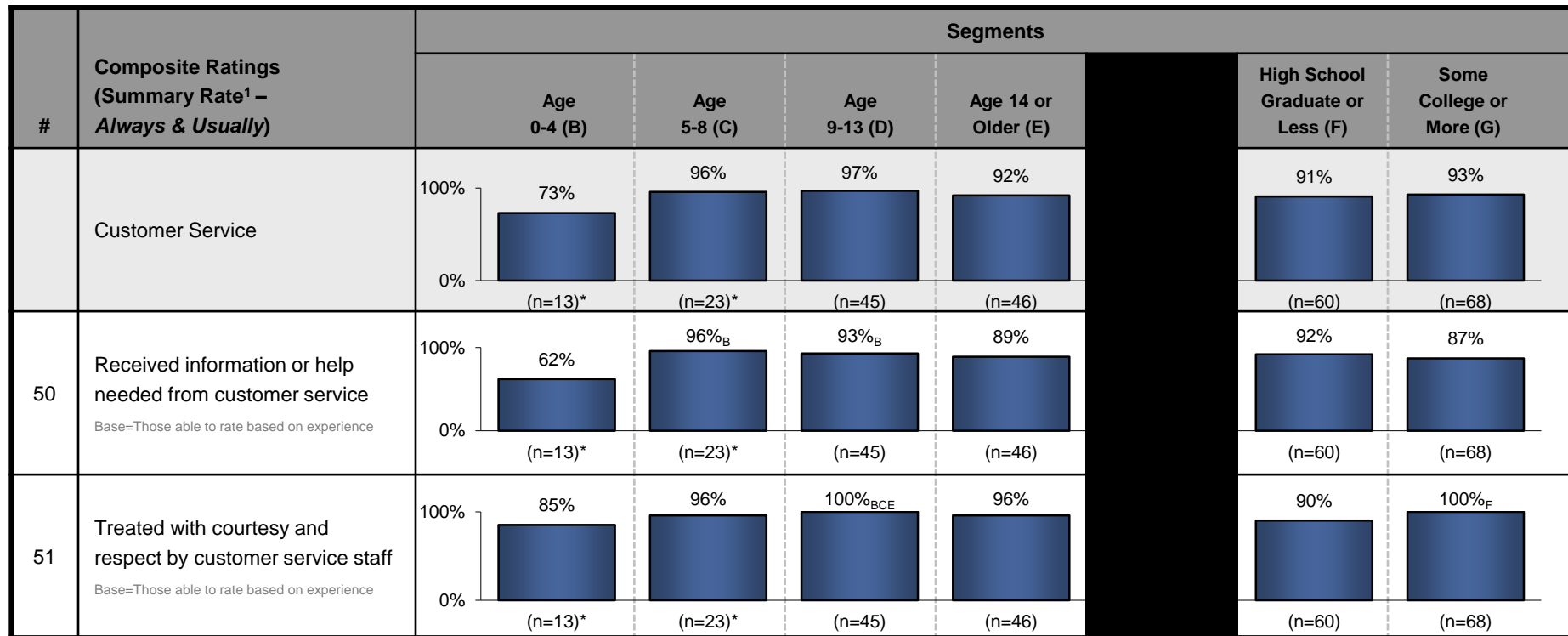


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FAMIS Segmentation Analysis – Children with Chronic Conditions (continued)

2013 Virginia
FAMIS Child



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FAMIS Segmentation Analysis – Children with Chronic Conditions (continued)

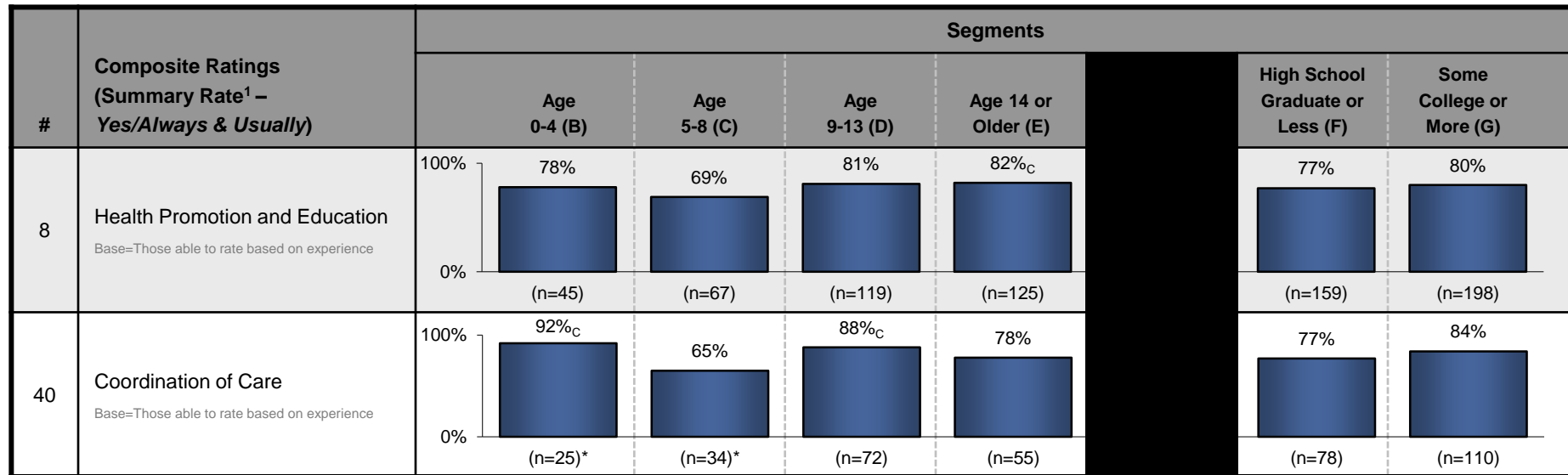
2013 Virginia
FAMIS Child

#	Composite Ratings (Summary Rate ¹ – A lot & Some/Yes)	Segments					
		Age 0-4 (B)	Age 5-8 (C)	Age 9-13 (D)	Age 14 or Older (E)	High School Graduate or Less (F)	Some College or More (G)
	Shared Decision-Making	<p>60% (n=18)*</p>	<p>72% (n=39)</p>	<p>81% (n=61)</p>	<p>81% (n=66)</p>	<p>76% (n=76)</p>	<p>78% (n=108)</p>
11	Talked about reasons you might want your child to take a prescription medicine <small>Base=Those able to rate based on experience</small>	<p>89% (n=18)*</p>	<p>79% (n=38)</p>	<p>93%_C (n=61)</p>	<p>88% (n=66)</p>	<p>84% (n=76)</p>	<p>91% (n=108)</p>
12	Talked about reasons you might NOT want your child to take a prescription medicine <small>Base=Those able to rate based on experience</small>	<p>33% (n=18)*</p>	<p>61%_B (n=38)</p>	<p>62%_B (n=60)</p>	<p>72%_B (n=65)</p>	<p>62% (n=74)</p>	<p>63% (n=108)</p>
13	Asked what you thought was best for your child <small>Base=Those able to rate based on experience</small>	<p>59% (n=17)*</p>	<p>77% (n=39)</p>	<p>88%_B (n=60)</p>	<p>83% (n=66)</p>	<p>83% (n=76)</p>	<p>79% (n=107)</p>

Each segment is assigned a unique letter indicated in the column header. Significant differences at the 95% confidence level are shown through the use of these letters. A percentage that is significantly higher will have the lower percentage's letter next to it.

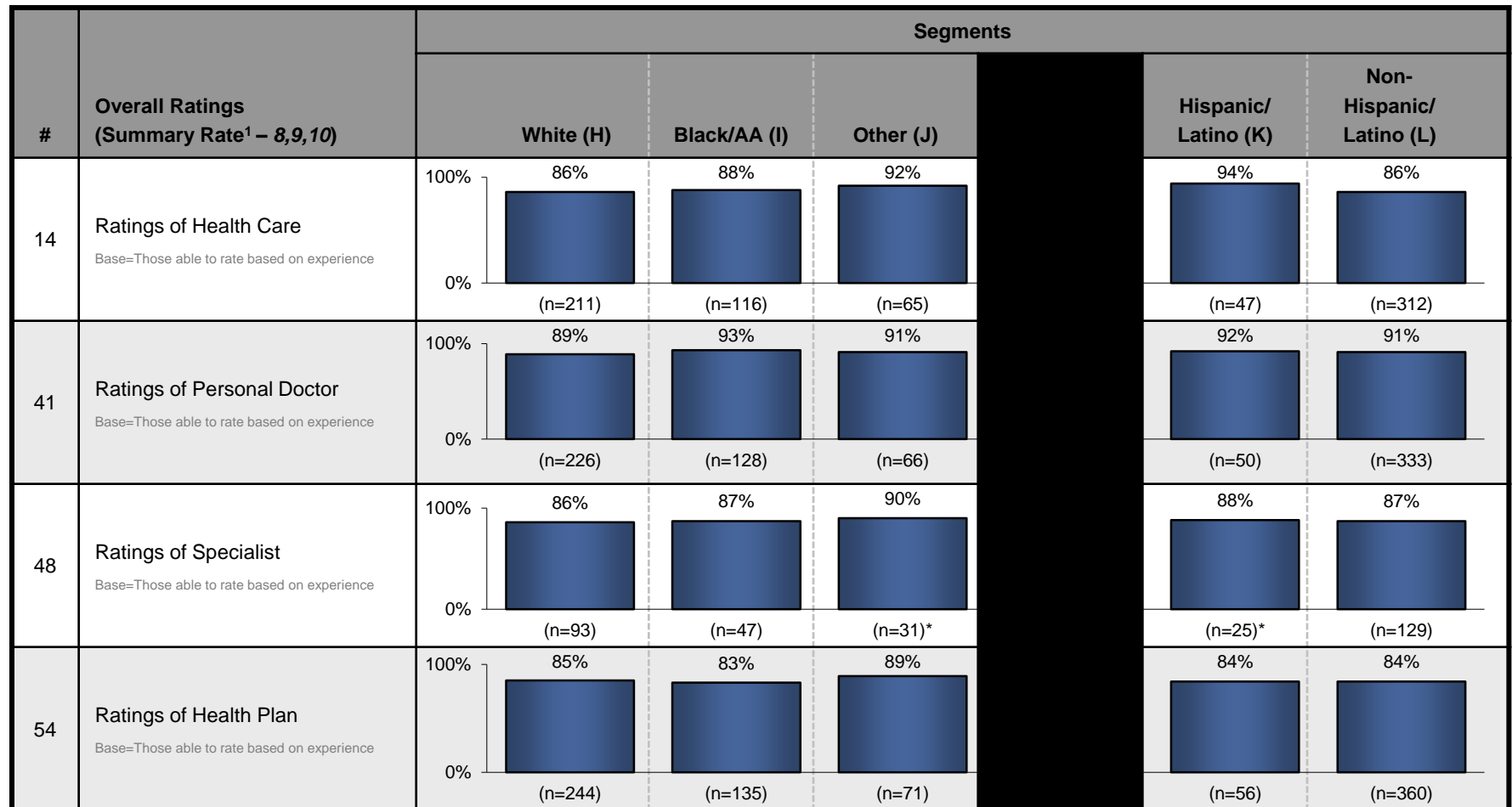
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*Caution: Small Base



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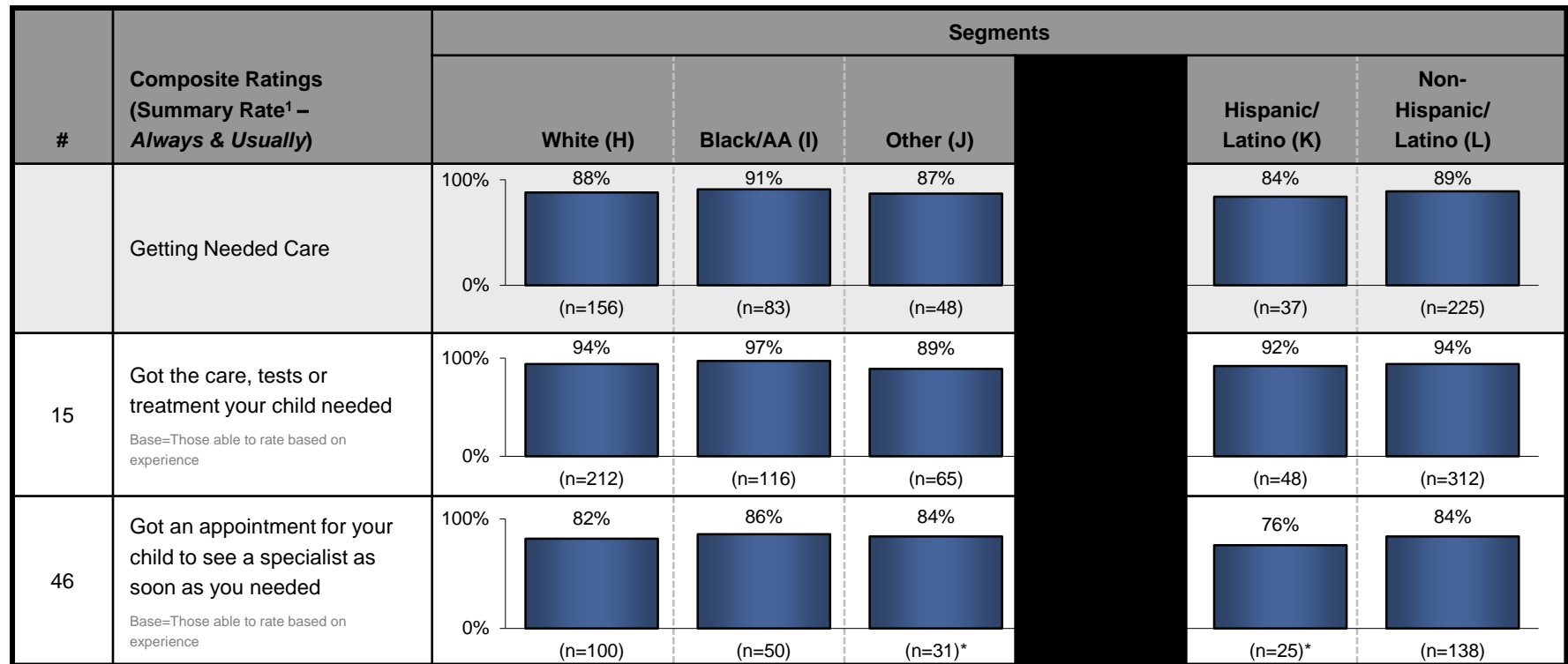
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FAMIS Segmentation Analysis – Children with Chronic Conditions (continued)

2013 Virginia
FAMIS Child



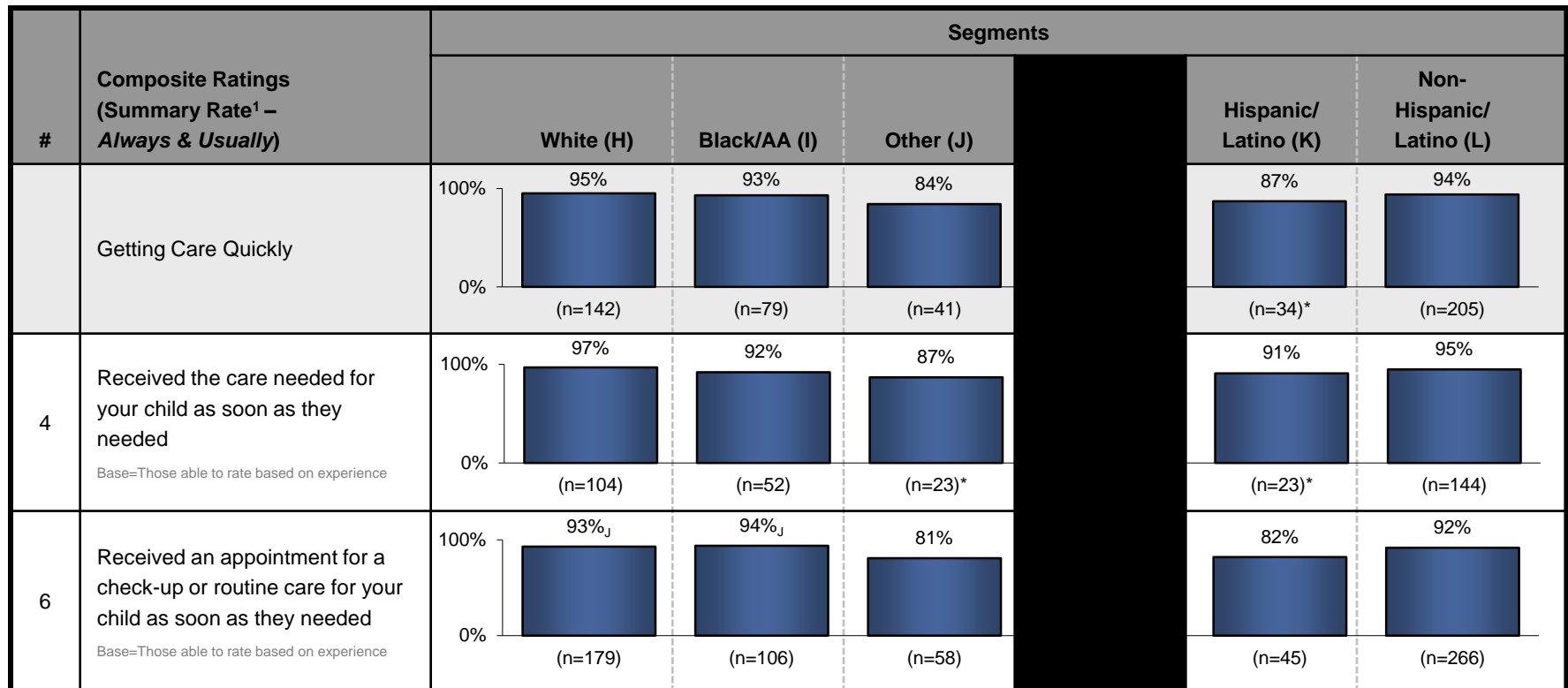
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FAMIS Segmentation Analysis – Children with Chronic Conditions (continued)

2013 Virginia
FAMIS Child



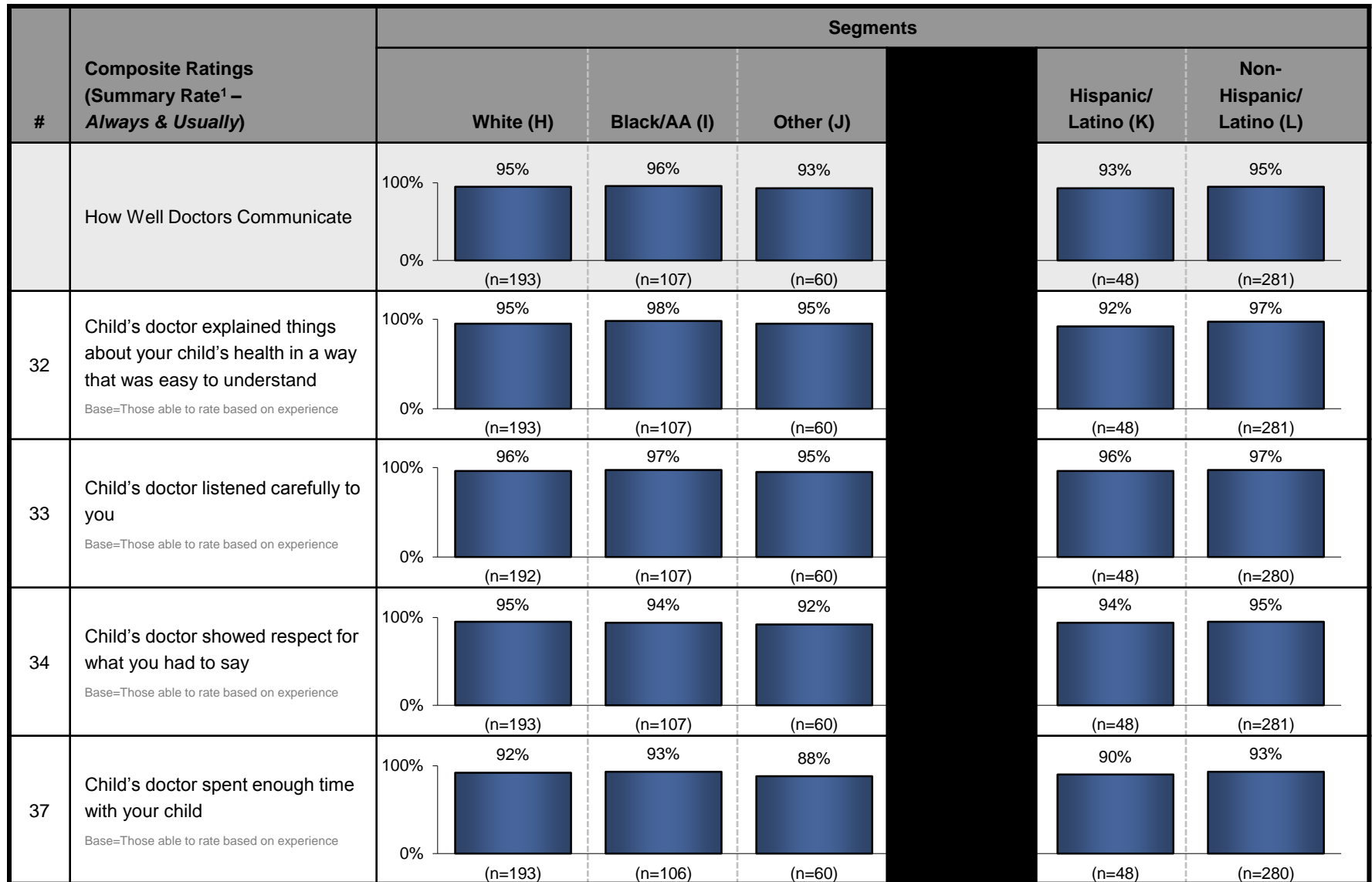
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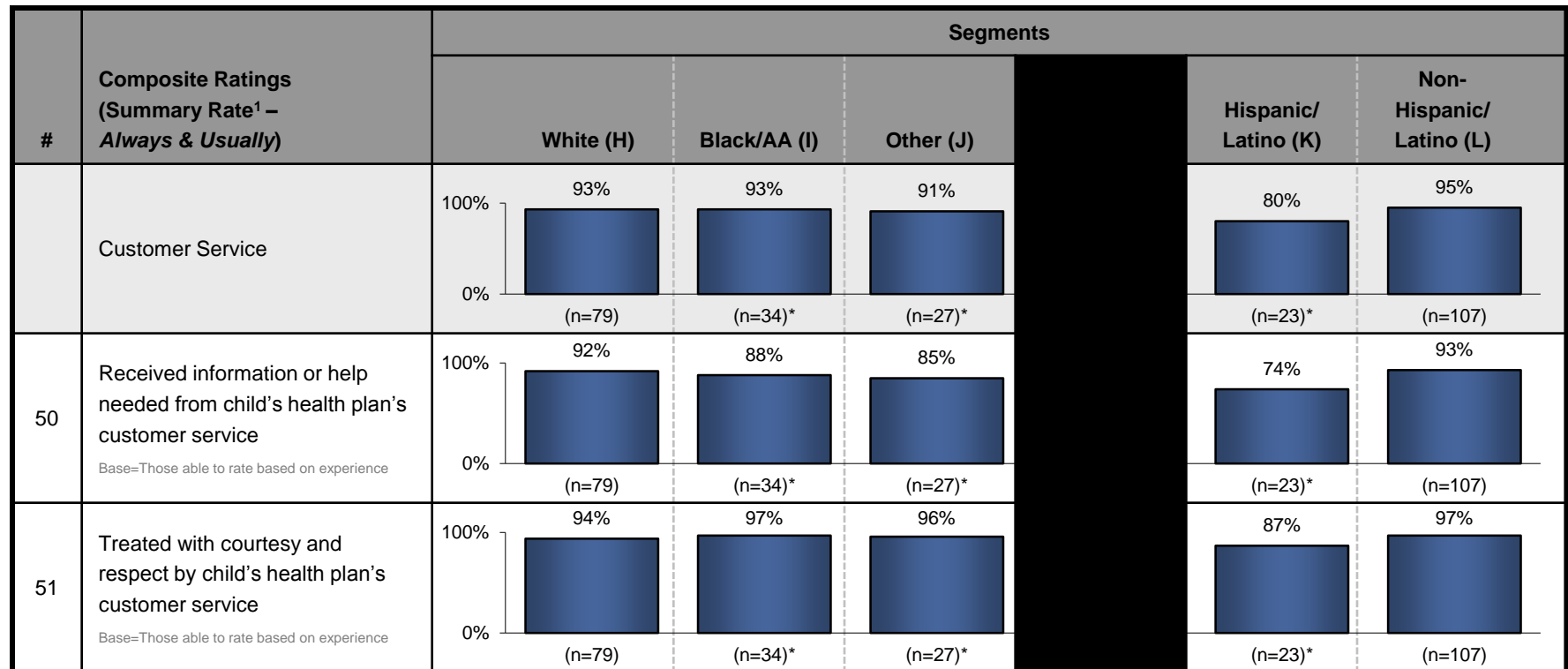
FAMIS Segmentation Analysis – Children with Chronic Conditions (continued)

2013 Virginia
FAMIS Child



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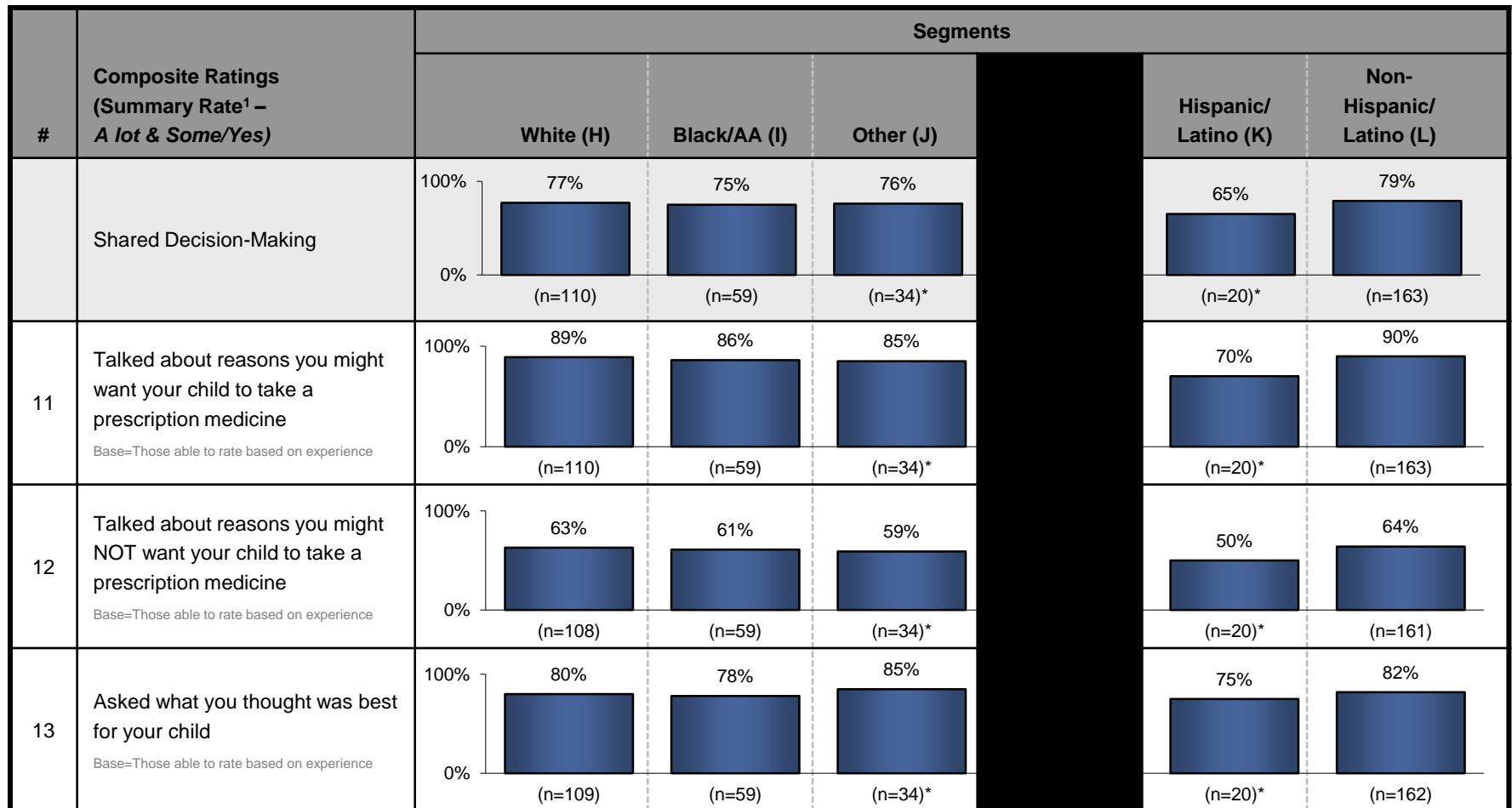
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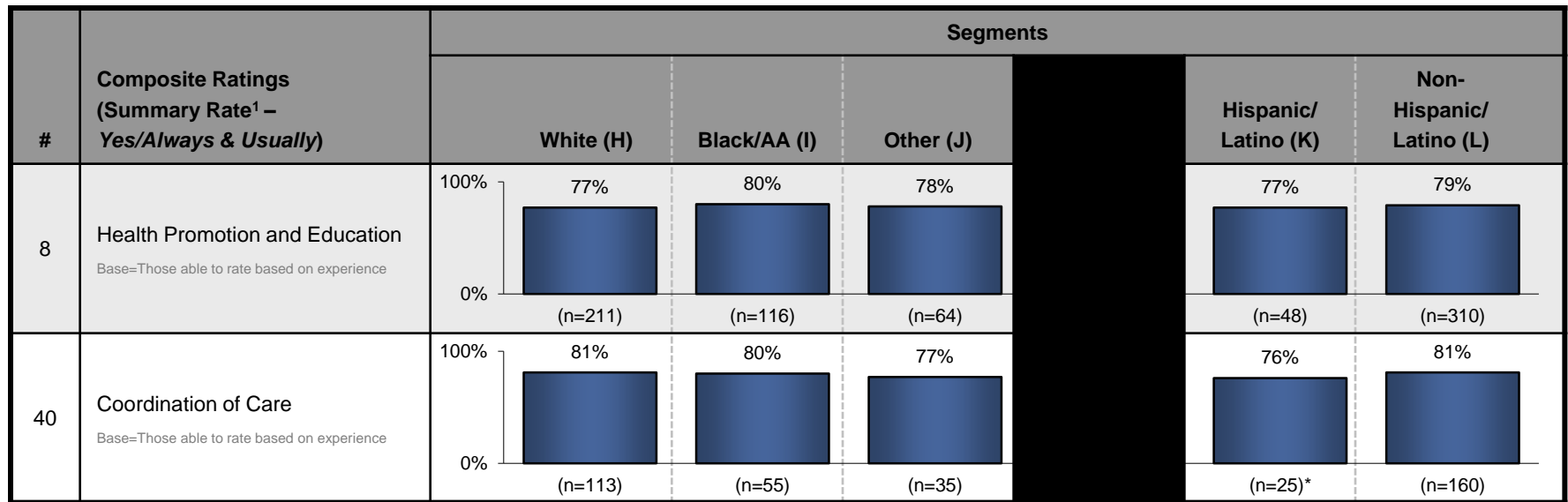
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FAMIS Segmentation Analysis – Children with Chronic Conditions (continued)

2013 Virginia
FAMIS Child



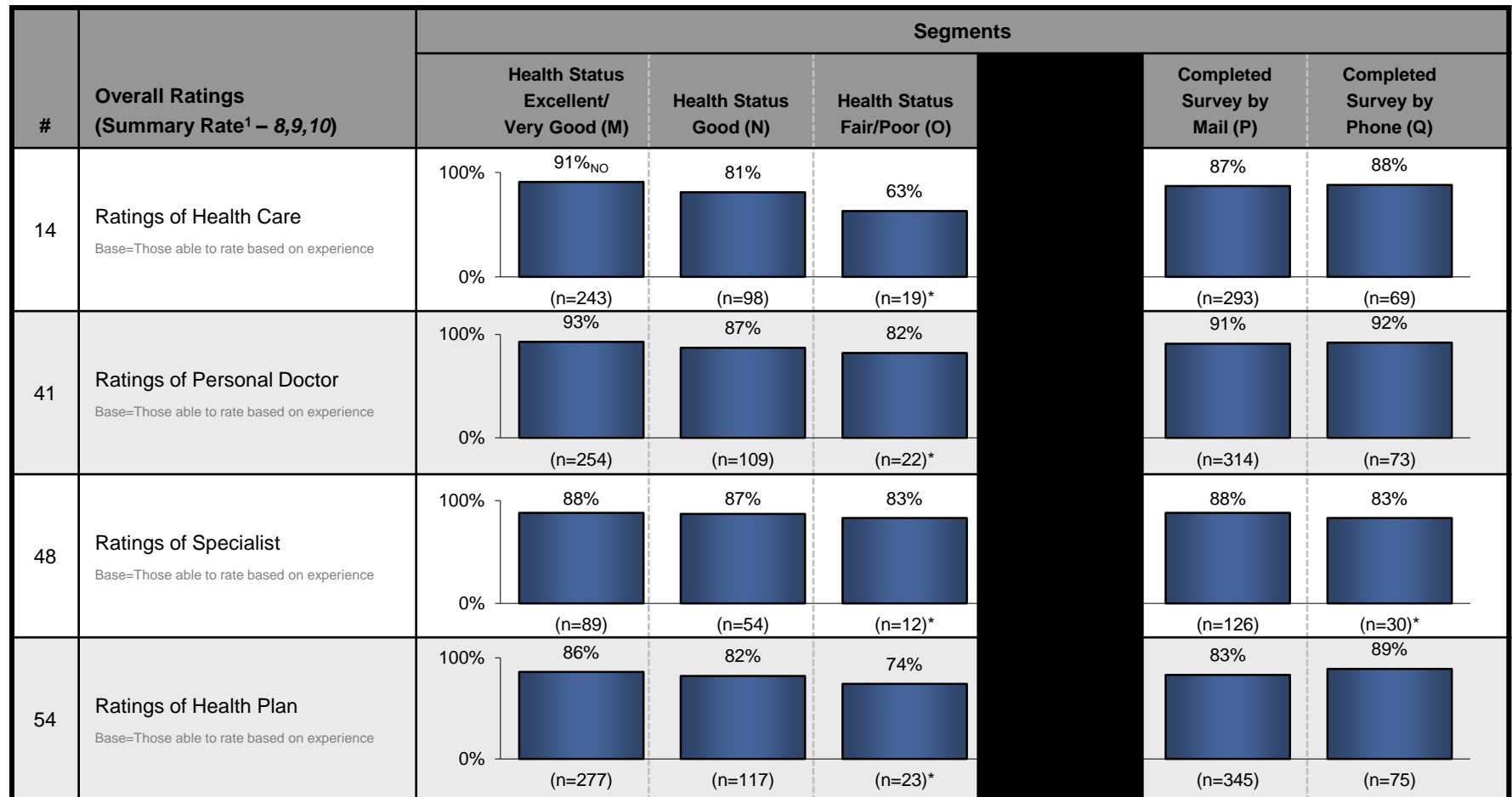
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FAMIS Segmentation Analysis – Children with Chronic Conditions (continued)

2013 Virginia
FAMIS Child



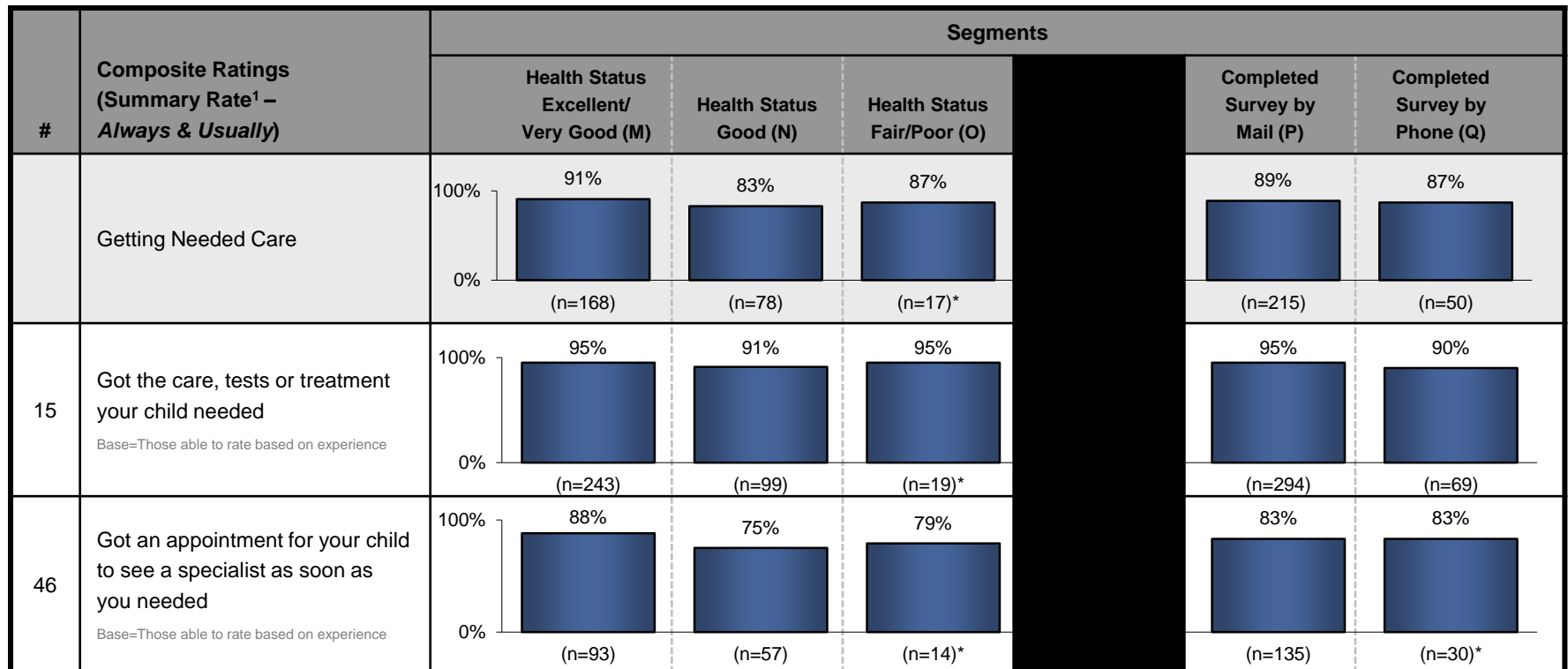
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FAMIS Segmentation Analysis – Children with Chronic Conditions (continued)

2013 Virginia
FAMIS Child



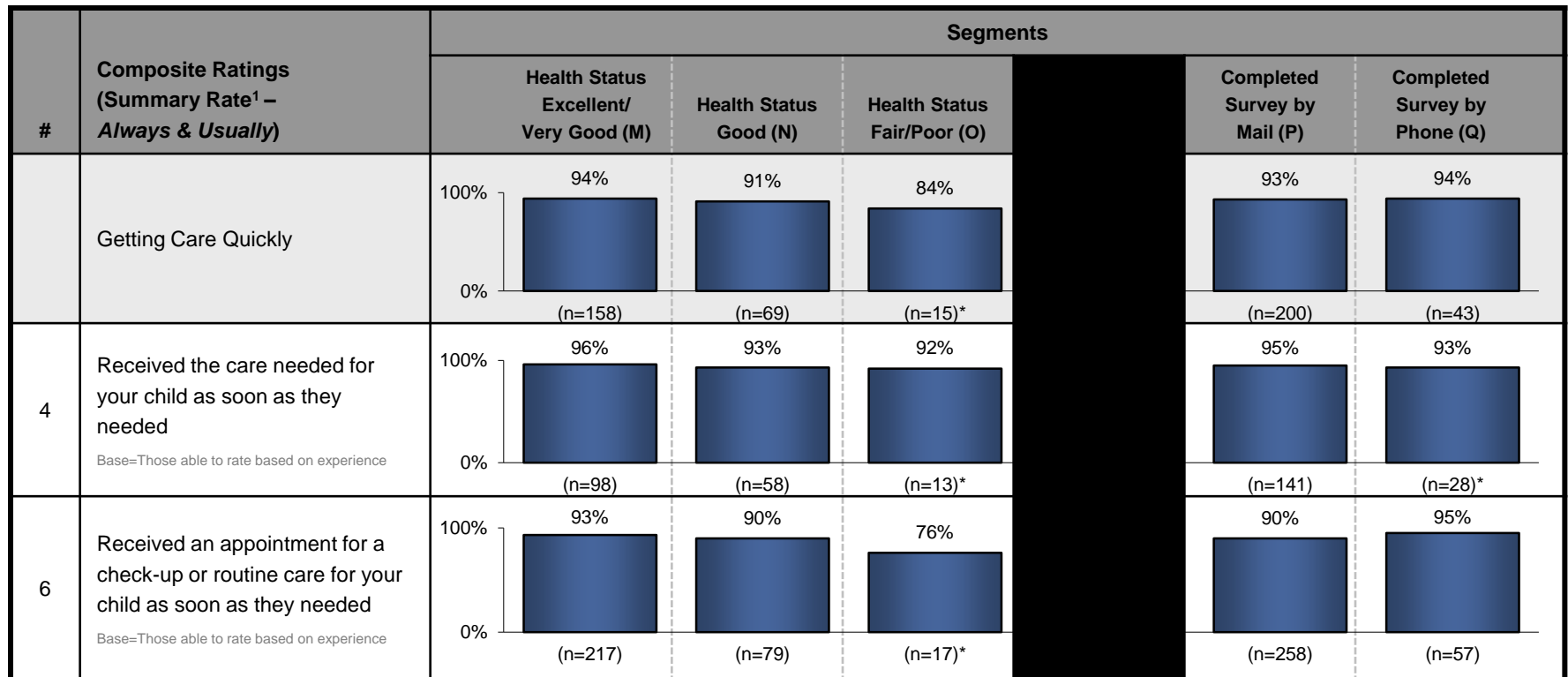
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FAMIS Segmentation Analysis – Children with Chronic Conditions (continued)

2013 Virginia
FAMIS Child



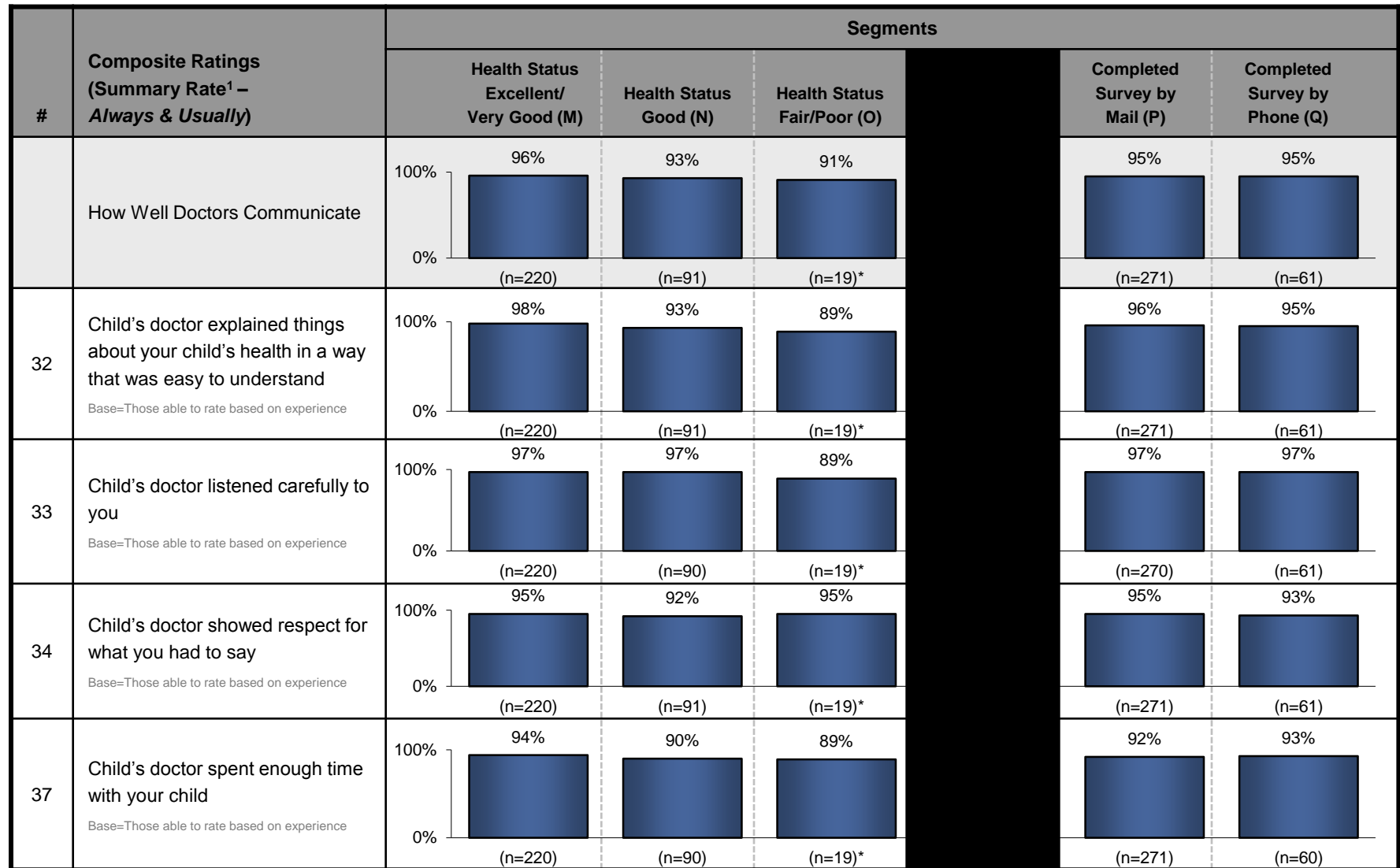
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FAMIS Segmentation Analysis – Children with Chronic Conditions (continued)

2013 Virginia
FAMIS Child



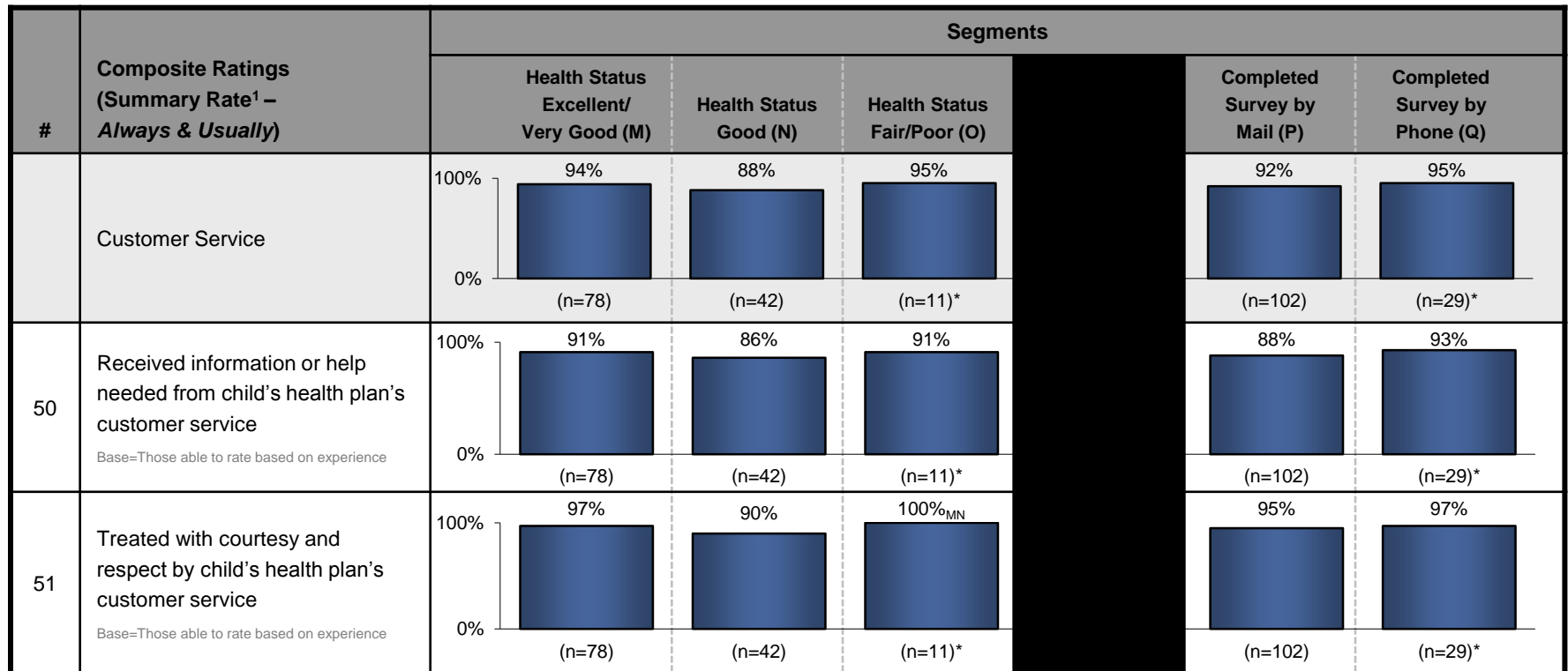
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FAMIS Segmentation Analysis – Children with Chronic Conditions (continued)

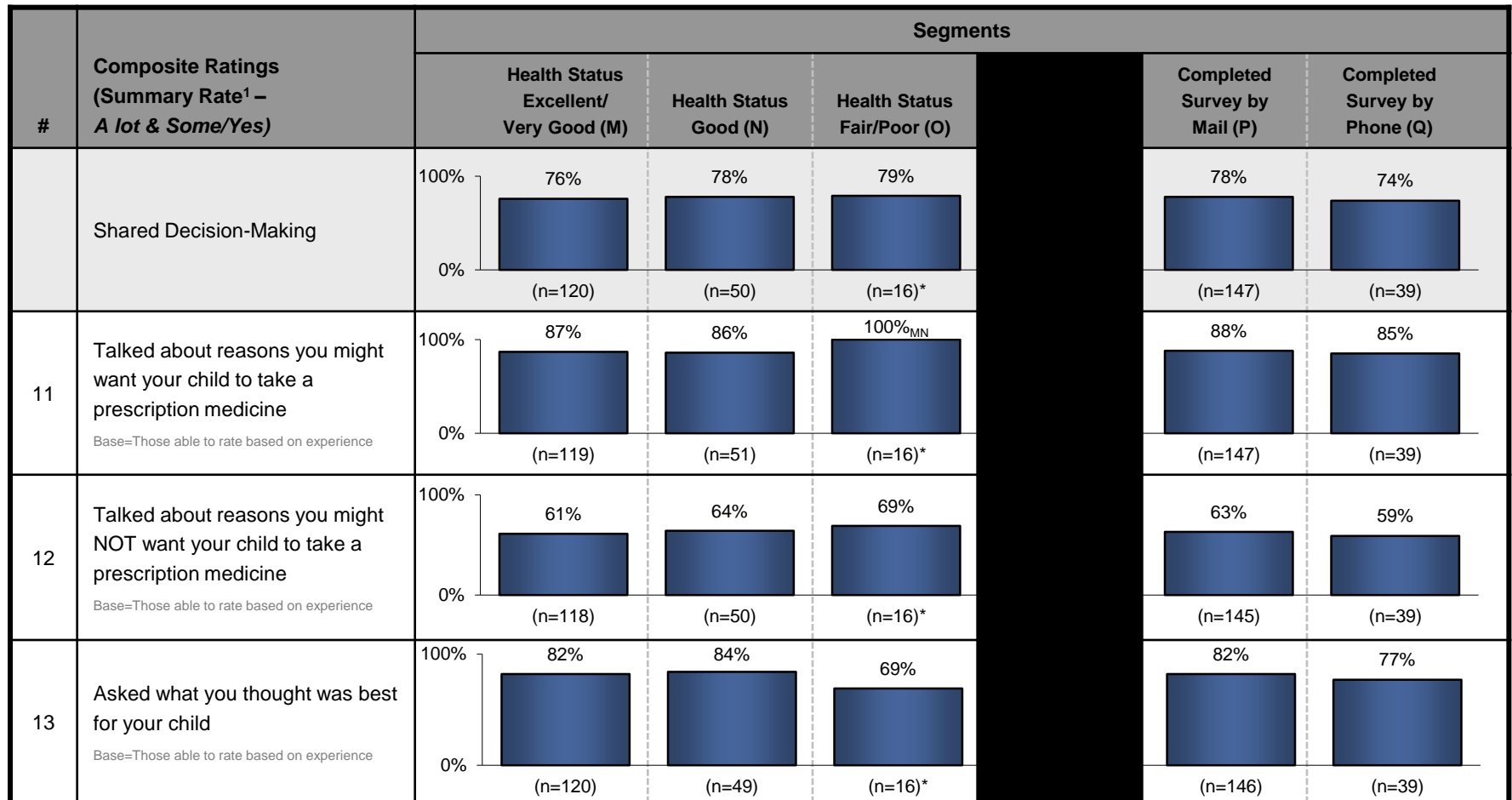
2013 Virginia
FAMIS Child



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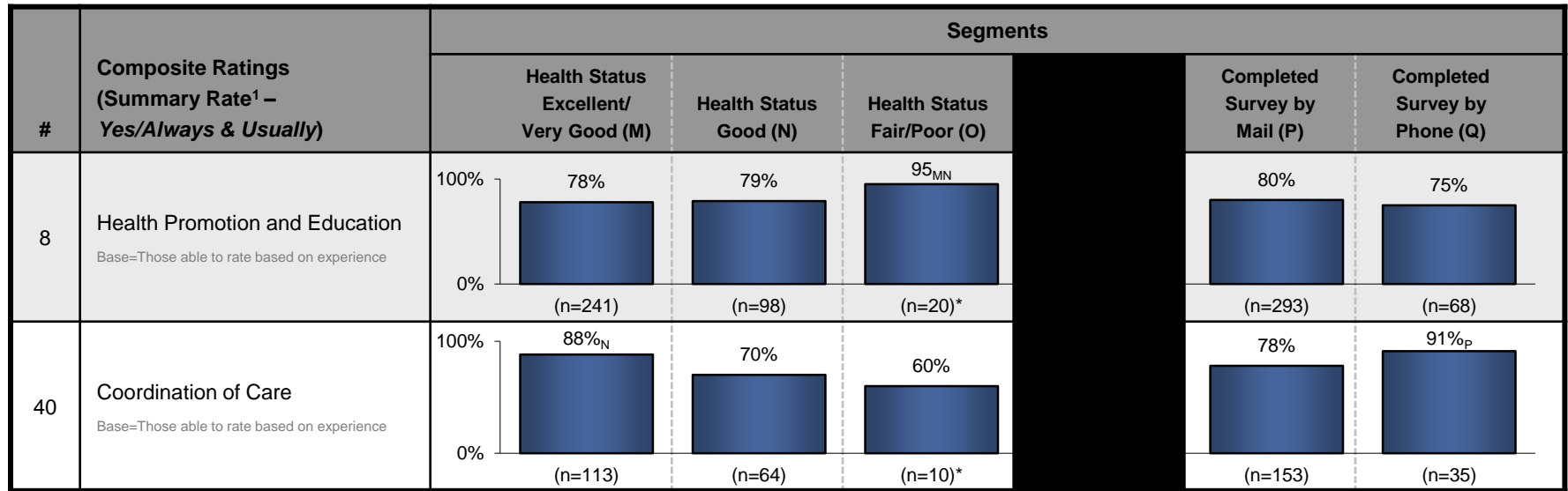
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FAMIS Segmentation Analysis – Children with Chronic Conditions (continued)

2013 Virginia
FAMIS Child



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Regression Analysis

Regression Analysis

- Regression analysis is a statistical technique used to determine which influences, or “independent variables” (composite measures), have the greatest impact on an overall attribute, or “dependent variable” (overall rating of Health Plan or Health Care).
- Regression analysis produces a set of coefficients (“beta scores”), which show the ranking of the independent variables by their ability to influence, or drive, the dependent variable.
- The composite measures found to have a significant impact on the overall rating of Health Plan and Health Care are reported as Key Drivers – the larger the coefficient, the greater the influence. The remaining composite measures have been categorized as either having a “moderate impact” or “low impact” on the overall rating of Health Plan and Health Care.
- The tables on the following pages illustrate this analysis. Specifically, the independent variables for this analysis are each of the composite measures (Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service and Shared Decision-Making), while the dependent variable is measured by either the overall rating of their Health Plan (Q54) or Health Care (Q14).

- The “Customer Service” and “Getting Needed Care” composite measures are identified as having the most significant impact on members’ rating of their Health Plan overall.

RELATIONSHIP WITH RATING OF HEALTH PLAN

<i>Key Drivers</i>
Customer Service ($\beta=.444$) Getting Needed Care ($\beta=.324$)
<i>Moderate Impact</i>
Getting Care Quickly ($\beta=.184$) Shared Decision-Making ($\beta=.167$)
<i>Low Impact</i>
How Well Doctors Communicate ($\beta=.065$)

- The “Getting Needed Care” composite measure is identified as having the most significant impact on members’ rating of their Health Care overall.

RELATIONSHIP WITH RATING OF HEALTH CARE

<i>Key Drivers</i>
Getting Needed Care ($\beta=.394$)
<i>Moderate Impact</i>
Shared Decision-Making ($\beta=.343$)
How Well Doctors Communicate ($\beta=.325$)
Getting Care Quickly ($\beta=.292$)
<i>Low Impact</i>
Customer Service ($\beta=.116$)

Key Driver/Correlation Analysis

Key Driver Analysis

- In an effort to identify the underlying components of members' ratings of their Health Plan (Q54) and Health Care (Q14), advanced statistical techniques were employed. Correlation analyses were conducted between each composite measure attribute and overall rating of Health Plan and Health Care in order to ascertain which attributes have the greatest impact.

Prioritizing Actions

- A key objective of any member satisfaction research is to identify priorities for improving member satisfaction. Doing this will allow Virginia's Department of Medical Assistance Services to focus resources to areas that have the strongest impact on FAMIS members and where improvement is needed. These areas are referred to as *unmet needs*. In addition, areas that have the strongest impact on members and on which FAMIS performs well are the *driving strengths*. Insights can be gained by plotting these attributes based on their impact on members' overall rating of their Health Plan and Health Care, as shown on the following pages.
- "Higher" performance is defined by at least 90% of respondents rating the attribute as "Always or Usually"/"A lot or Some"/"Yes". "Moderate" performance is defined by between 80% and 89% of respondents giving similar ratings. "Lower" performance is defined by less than 80% of respondents rating the attribute as "Always or Usually"/"A lot or Some"/"Yes".

Attribute Relationship with Rating of Health Plan

- While there are no attributes that are considered *unmet needs* in terms of being priorities for improving member satisfaction with their Health Care overall, the attribute “Received information or help needed from child’s health plan’s customer service” is identified as a key driver that has a stronger impact on members’ rating of their Health Plan overall where they gave FAMIS only moderate ratings.
 - This attribute should be considered a priority area for FAMIS. If ratings of this attribute are improved, it could have a positive impact on members’ rating of their Health Plan overall.
- There are two attributes that are identified as key drivers that have a stronger impact on members’ ratings of their Health Plan overall where they gave FAMIS higher ratings. These attributes should be considered *driving strengths* of FAMIS: “Treated with courtesy and respect by child’s health plan’s customer service” and “Got the care, tests or treatment your child needed”.

- ❖ Getting Needed Care
- ❖ Getting Care Quickly
- ❖ How Well Doctors Communicate
- ❖ Customer Service
- ❖ Shared Decision-Making

ATTRIBUTE RELATIONSHIP WITH RATING OF HEALTH PLAN

Impact on Overall Satisfaction
with Health Plan

Stronger		<ul style="list-style-type: none"> ❖ Received information or help needed from child's health plan's customer service 	<ul style="list-style-type: none"> ❖ Treated with courtesy and respect by child's health plan's customer service ❖ Got the care, tests or treatment your child needed
Moderate		<ul style="list-style-type: none"> ❖ Received an appointment for a check-up or routine care for your child as soon as they needed 	<ul style="list-style-type: none"> ❖ Child's doctor showed respect for what you had to say ❖ Child's doctor listened carefully to you ❖ Child's doctor explained things about your child's health in a way that was easy to understand ❖ Received the care needed for your child as soon as they needed ❖ Child's doctor spent enough time with your child
Lower	<ul style="list-style-type: none"> ❖ Asked what you thought was best for your child ❖ Talked about reasons you might NOT want your child to take a prescription medicine 	<ul style="list-style-type: none"> ❖ Got an appointment for your child to see a specialist as soon as you needed ❖ Talked about reasons you might want your child to take a prescription medicine 	
	Lower Ratings	Moderate Ratings	Higher Ratings

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Attribute Relationship with Rating of Health Care

- There are five attributes that are identified as key drivers that have a stronger impact on members' ratings of their Health Care overall where they gave FAMIS higher ratings. These attributes should be considered *driving strengths* of FAMIS: "Got the care, tests or treatment your child needed", "Child's doctor showed respect for what you had to say", "Child's doctor explained things about your child's health in a way that was easy to understand", "Child's doctor listened carefully to you" and "Child's doctor spent enough time with your child".
- There are no attributes that are considered *unmet needs* in terms of being priorities for improving member satisfaction with their Health Care overall.

- ❖ Getting Needed Care
- ❖ Getting Care Quickly
- ❖ How Well Doctors Communicate
- ❖ Customer Service
- ❖ Shared Decision-Making

ATTRIBUTE RELATIONSHIP WITH RATING OF HEALTH CARE

Impact on Overall Satisfaction with Health Care	Stronger			<ul style="list-style-type: none"> ❖ Got the care, tests or treatment your child needed ❖ Child's doctor showed respect for what you had to say ❖ Child's doctor explained things about your child's health in a way that was easy to understand ❖ Child's doctor listened carefully to you ❖ Child's doctor spent enough time with your child
	Moderate		<ul style="list-style-type: none"> ❖ Received information or help needed from child's health plan's Customer Service ❖ Received an appointment for a check-up or routine care for your child as soon as they needed 	<ul style="list-style-type: none"> ❖ Received the care needed for your child as soon as they needed
	Lower	<ul style="list-style-type: none"> ❖ Asked what you thought was best for your child ❖ Talked about reasons you might NOT want your child to take a prescription medicine 	<ul style="list-style-type: none"> ❖ Got an appointment for your child to see a specialist as soon as you needed ❖ Talked about reasons you might want your child to take a prescription medicine 	<ul style="list-style-type: none"> ❖ Treated with courtesy and respect by child's health plan's Customer Service
		Lower Ratings	Moderate Ratings	Higher Ratings

Glossary of Terms

- **Attributes** are the questions that relate to a specific service area or composite as specified by NCQA.
- **Composite Measures** are derived by combining the survey results of similar questions that represent an overall aspect of plan quality. Specifically, it's the average of each response category of the attributes that comprise a particular service area or composite.
- **Confidence Level** is the degree of confidence, expressed as a percentage, that a reported number's true value is between the lower and upper specified range.
- **Correlation Coefficient** is a statistical measure of how closely two variables or measures are related to each other.
- **Disposition Category** is the final status given to a member record within the sample surveyed. The category signifies both the survey administration used to complete the survey (M=Mail, T=Telephone) and the status of the member record (M21=Mail, Ineligible; T10=Phone, Complete).
- **Key Drivers** are composite measures that have been found to impact ratings of overall Health Plan (Q54) and Health Care (Q14) among FAMIS members as determined by regression analysis.
- **Significance Test** is a test used to determine the probability that a given result could not have occurred by chance.
- **Summary Rates** generally represent the most favorable responses for a particular question (i.e., Always and Usually; 8, 9 or 10; Yes; A lot/Some/Yes). Keep in mind that every question is not assigned a Summary Rate.

Survey Tool



COMMONWEALTH of VIRGINIA
Department of Medical Assistance Services

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SURVEY INSTRUCTIONS

Your privacy is protected. All information that would let someone identify you or your family will be kept private. WB&A Market Research will not share your personal information with anyone without your OK. You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get.

You may notice a number on the back of this survey. This number is ONLY used to let us know if you have returned your survey so we don't have to send you reminders.

If you want to know more about this study, please call WB&A Market Research at 1-800-593-1102, ext. 115VAC.

Answer all the questions by shading or marking the box next to your answer using blue or black ink.

You are sometimes told to skip over some questions in this survey. When this happens you will see a note that tells you what question to answer next, like this: ☒ Yes.....Go to **Question 1**

Please answer the questions for the child listed on the envelope. Please do not answer for any other children.

**YOUR CHILD'S HEALTH CARE
IN THE LAST 6 MONTHS**

These questions ask about your child's health care. Do not include care your child got when he or she stayed overnight in a hospital. Do not include the times your child went for dental care visits.

1. Our records show that your child is now in Virginia's health insurance program – FAMIS (Family Access to Medical Insurance Security). Is that right?

¹ ☐ Yes.....Go to **Question 3**
² ☐ No.....Go to **Question 2**

2. What is the name of your child's health plan? The name can be found on your child's health insurance card (i.e., Amerigroup Community Care, Anthem Healthkeepers Plus, CareNet, MajestaCare, Optima Family Care, or Virginia Premier). (Please print.)

3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?

¹ ☐ Yes
² ☐ No.....Go to **Question 5**

4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?

¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always

5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?

¹ ☐ Yes
² ☐ No.....Go to **Question 7**

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6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?

¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always

7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?

⁰ ☐ None.....Go to **Question 16**
¹ ☐ 1 time
² ☐ 2
³ ☐ 3
⁴ ☐ 4
⁵ ☐ 5 to 9
⁶ ☐ 10 or more times

8. In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?

¹ ☐ Yes
² ☐ No

9. In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?

¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always

10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

¹ ☐ Yes
² ☐ No.....Go to **Question 14**

11. When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want your child to take a medicine?

¹ ☐ Not at all
² ☐ A little
³ ☐ Some
⁴ ☐ A lot

12. When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

¹ ☐ Not at all
² ☐ A little
³ ☐ Some
⁴ ☐ A lot

13. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?

¹ ☐ Yes
² ☐ No

14. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?

Worst health care possible										Best health care possible				
0	1	2	3	4	5	6	7	8	9	10				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				

15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?

¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always

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16. Is your child now enrolled in any kind of school or daycare?
☐ Yes
☐ No.....Go to **Question 19**
17. In the last 6 months, did you need your child's doctors or other health providers to contact a school or daycare center about your child's health or health care?
☐ Yes
☐ No.....Go to **Question 19**
18. In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?
☐ Yes
☐ No

SPECIALIZED SERVICES

19. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?
☐ Yes
☐ No.....Go to **Question 22**
20. In the last 6 months, how often was it easy to get special medical equipment or devices for your child?
☐ Never
☐ Sometimes
☐ Usually
☐ Always
21. Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?
☐ Yes
☐ No
22. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?
☐ Yes
☐ No.....Go to **Question 25**

23. In the last 6 months, how often was it easy to get this therapy for your child?
☐ Never
☐ Sometimes
☐ Usually
☐ Always
24. Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?
☐ Yes
☐ No
25. In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?
☐ Yes
☐ No.....Go to **Question 28**
26. In the last 6 months, how often was it easy to get this treatment or counseling for your child?
☐ Never
☐ Sometimes
☐ Usually
☐ Always
27. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?
☐ Yes
☐ No
28. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?
☐ Yes
☐ No.....Go to **Question 30**
29. In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?
☐ Yes
☐ No

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YOUR CHILD'S PERSONAL DOCTOR

30. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?
☐ Yes
☐ No.....Go to **Question 45**
31. In the last 6 months, how many times did your child visit his or her personal doctor for care?
☐ None.....Go to **Question 41**
☐ 1 time
☐ 2
☐ 3
☐ 4
☐ 5 to 9
☐ 10 or more times
32. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?
☐ Never
☐ Sometimes
☐ Usually
☐ Always
33. In the last 6 months, how often did your child's personal doctor listen carefully to you?
☐ Never
☐ Sometimes
☐ Usually
☐ Always
34. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?
☐ Never
☐ Sometimes
☐ Usually
☐ Always

35. Is your child able to talk with doctors about his or her health care?
☐ Yes
☐ No.....Go to **Question 37**
36. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?
☐ Never
☐ Sometimes
☐ Usually
☐ Always
37. In the last 6 months, how often did your child's personal doctor spend enough time with your child?
☐ Never
☐ Sometimes
☐ Usually
☐ Always
38. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?
☐ Yes
☐ No
39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?
☐ Yes
☐ No.....Go to **Question 41**
40. In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?
☐ Never
☐ Sometimes
☐ Usually
☐ Always

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41. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?

Worst personal doctor possible					Best personal doctor possible					
0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?

1 ☐ Yes
2 ☐ No.....Go to **Question 45**

43. Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

1 ☐ Yes
2 ☐ No

44. Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?

1 ☐ Yes
2 ☐ No

GETTING HEALTH CARE FROM SPECIALISTS

When you answer the next questions, do not include dental visits or care your child got when he or she stayed overnight in a hospital.

45. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?

1 ☐ Yes
2 ☐ No.....Go to **Question 49**

46. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?

1 ☐ Never
2 ☐ Sometimes
3 ☐ Usually
4 ☐ Always

47. How many specialists has your child seen in the last 6 months?

0 ☐ None.....Go to **Question 49**
1 ☐ 1 specialist
2 ☐ 2
3 ☐ 3
4 ☐ 4
5 ☐ 5 or more specialists

48. We want to know your rating of the specialist your child saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

Worst specialist possible					Best specialist possible					
0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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YOUR CHILD'S HEALTH PLAN

The next questions ask about your experience with your child's health plan.

49. In the last 6 months, did you get information or help from customer service at your child's health plan?

1 ☐ Yes
2 ☐ No.....Go to **Question 52**

50. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?

1 ☐ Never
2 ☐ Sometimes
3 ☐ Usually
4 ☐ Always

51. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

1 ☐ Never
2 ☐ Sometimes
3 ☐ Usually
4 ☐ Always

52. In the last 6 months, did your child's health plan give you any forms to fill out?

1 ☐ Yes
2 ☐ No.....Go to **Question 54**

53. In the last 6 months, how often were the forms from your child's health plan easy to fill out?

1 ☐ Never
2 ☐ Sometimes
3 ☐ Usually
4 ☐ Always

54. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?

Worst Health Plan possible					Best Health Plan possible					
0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PRESCRIPTION MEDICINES

55. In the last 6 months, did you get or refill any prescription medicines for your child?

1 ☐ Yes
2 ☐ No.....Go to **Question 58**

56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?

1 ☐ Never
2 ☐ Sometimes
3 ☐ Usually
4 ☐ Always

57. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?

1 ☐ Yes
2 ☐ No

ABOUT YOUR CHILD AND YOU

58. In general, how would you rate your child's overall health?

1 ☐ Excellent
2 ☐ Very Good
3 ☐ Good
4 ☐ Fair
5 ☐ Poor

59. In general, how would you rate your child's overall mental or emotional health?

1 ☐ Excellent
2 ☐ Very Good
3 ☐ Good
4 ☐ Fair
5 ☐ Poor

60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?

1 ☐ Yes
2 ☐ No.....Go to **Question 63**

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61. Is this because of any medical, behavioral, or other health condition?
¹ ☐ Yes
² ☐ No.....Go to **Question 63**
62. Is this a condition that has lasted or is expected to last for at least 12 months?
¹ ☐ Yes
² ☐ No
63. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?
¹ ☐ Yes
² ☐ No.....Go to **Question 66**
64. Is this because of any medical, behavioral, or other health condition?
¹ ☐ Yes
² ☐ No.....Go to **Question 66**
65. Is this a condition that has lasted or is expected to last for at least 12 months?
¹ ☐ Yes
² ☐ No
66. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?
¹ ☐ Yes
² ☐ No.....Go to **Question 69**
67. Is this because of any medical, behavioral, or other health condition?
¹ ☐ Yes
² ☐ No.....Go to **Question 69**

68. Is this a condition that has lasted or is expected to last for at least 12 months?
¹ ☐ Yes
² ☐ No
69. Does your child need or get special therapy such as physical, occupational, or speech therapy?
¹ ☐ Yes
² ☐ No.....Go to **Question 72**
70. Is this because of any medical, behavioral, or other health condition?
¹ ☐ Yes
² ☐ No.....Go to **Question 72**
71. Is this a condition that has lasted or is expected to last for at least 12 months?
¹ ☐ Yes
² ☐ No
72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?
¹ ☐ Yes
² ☐ No.....Go to **Question 74**
73. Has this problem lasted or is it expected to last for at least 12 months?
¹ ☐ Yes
² ☐ No
74. What is your child's age now?
⁰⁰ ☐ Less than 1 year old
 ——— YEARS OLD (write in)
75. Is your child male or female?
¹ ☐ Male
² ☐ Female

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76. Is your child of Hispanic or Latino origin or descent?
¹ ☐ Yes, Hispanic or Latino
² ☐ No, not Hispanic or Latino
77. What is your child's race? **Mark one or more.**
^a ☐ White
^b ☐ Black or African-American
^c ☐ Asian
^d ☐ Native Hawaiian or other Pacific Islander
^e ☐ American Indian or Alaska Native
^f ☐ Other
78. What is your age?
⁰ ☐ Under 18 ³ ☐ 35 to 44 ⁶ ☐ 65 to 74
¹ ☐ 18 to 24 ⁴ ☐ 45 to 54 ⁷ ☐ 75 or older
² ☐ 25 to 34 ⁵ ☐ 55 to 64
79. Are you male or female?
¹ ☐ Male
² ☐ Female
80. What is the highest grade or level of school that you have completed?
¹ ☐ 8th grade or less
² ☐ Some high school, but did not graduate
³ ☐ High school graduate or GED
⁴ ☐ Some college or 2-year degree
⁵ ☐ 4-year college graduate
⁶ ☐ More than 4-year college degree
81. How are you related to the child?
¹ ☐ Mother or father
² ☐ Grandparent
³ ☐ Aunt or uncle
⁴ ☐ Older brother or sister
⁵ ☐ Other relative
⁶ ☐ Legal guardian
⁷ ☐ Someone else
82. Did someone help you complete this survey?
¹ ☐ Yes.....Go to **Question 83**
² ☐ No.....**Thank you. Please return the completed survey in the postage-paid envelope.**
83. How did that person help you? **Mark one or more.**
^a ☐ Read the questions to me
^b ☐ Wrote down the answers I gave
^c ☐ Answered the questions for me
^d ☐ Translated the questions into my language
^e ☐ Helped in some other way

THANK YOU

Please return the completed survey in the postage-paid envelope.

For Internal Use Only:

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